



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 30, 2020

Mr. Adrian Diaz
Assistant Engineering Director Automotive Safety Office
Ford Motor Company
330 Town Center Drive
Suite 500/5024
Dearborn, MI 48126

NEF-150DM
20V-795

Subject: Engine Cover may be Excessively Hot

Dear Mr. Diaz:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

FORD/E-350/2021
FORD/E-450/2021

Mfr's Report Date: December 17, 2020

NHTSA Campaign Number: 20V-795

Components:

ENGINE

Potential Number of Units Affected: 29,344

Problem Description:

Ford Motor Company (Ford) is recalling certain 2021 E-350 and E-450 vehicles. The underside of the engine cover may have mispositioned insulation, allowing the cover to get excessively hot.

Consequence:

Direct and continuous contact with certain areas of engine cover surface in the passenger compartment may increase the risk of injury or burns to the skin of the driver or front seat passenger.

Remedy:

Ford will notify owners, and dealers will inspect the engine cover for gaps between the rubber seal and the insulation. If gaps are present, the dealer will install engine cover insulation patches in the right hand and left hand inner lower corners of the engine cover. The dealer will also update the powertrain calibration for heat management under elevated idle conditions should a vehicle be equipped with SEIC or BCP, free of charge. The recall is expected to begin February 8, 2021. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 20S73.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement