



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
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March 28, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice - Safety Recall 22S20

Certain 2016 and 2020 Model Year Transit Connect Vehicles
Windshield Reseal

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit Connect	2016	Valencia	01-December-2015 through 30-June-2016
Transit Connect	2020	Valencia	01-November-2019 through 29-February-2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

On some of the affected vehicles, inadequate urethane adhesion may exist between the windshield and the vehicle around significant portions of the glass. An improperly adhered windshield may not stay adequately retained in a crash, which may increase the risk of injury to an occupant. Affected vehicles could experience increased wind noise, water leaks or looseness of the windshield glass.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers the early to mid-2nd qtr. 2022 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in cursive script that reads "D. Johnson".

David J. Johnson