



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



October 28, 2020

[REDACTED]
Atchison, KS [REDACTED]

NEF-109 tgd
Ref. No. 11361827

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2014 Transit Connect van. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. You received a notice for NHTSA Safety Recall Campaign No. 20V-331, which addresses a problem with door latches in your MY 2014 Transit Connect van. As you know, this recall was initiated due to continuing door latch problems in MY 2014 through MY 2016 Transit Connect vehicles previously remedied under recalls 15V-246, 16V-643, and 17V-210.

We understand the inconvenience of having your vehicle recalled. Our research identified that Recall 20V-331 is still incomplete on your vehicle. We recommend that you follow the instructions on the recall notification. This is a serious safety problem and we encourage you to contact Ford or your local dealer and schedule an appointment to have the recall completed immediately.

Our mission at NHTSA is to save lives, prevent injuries and reduce economic costs due to road traffic crashes through education, research, safety performance standards and enforcement activity. NHTSA's relationship with Ford or any other manufacturer has no bearing on the decisions made relative to motor vehicle safety.

We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement