



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

1200 New Jersey Avenue SE  
Washington, DC 20590

December 18, 2014

Todd Fronckowiak  
Global Automotive Safety Compliance Office  
Ford Motor Company  
330 Town Center Drive  
Suite 500  
Dearborn, MI 48126-2738

NVS-215SM  
14V-777

**Subject:** Plastic Sliding Door Panel Separation

Dear Todd Fronckowiak:

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/TRANSIT CONNECT/2014

**Mfr's Report Date:** December 3, 2014

**NHTSA Campaign Number:** 14V-777

**Components:**

STRUCTURE:BODY:DOOR

**Potential Number of Units Affected:** 19,825

**Problem Description:**

Ford Motor Company (Ford) is recalling certain model year 2014 Ford Transit Connect cargo vans manufactured August 9, 2013, to September 20, 2014. The affected vehicles are equipped with sliding door panels that may have an improper bond strength between the plastic panel and paint primer. This could cause the door panel to separate from the vehicle while driving.

**Consequence:**

If the plastic sliding door panel separates while driving, it can increase the risk of a vehicle crash.

**Remedy:**

Ford will notify owners, and dealers will reinstall the panel with proper materials, free of charge. The recall is expected to begin January 12, 2015. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 14S26.

**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](http://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).

The information in your report suggests that Ford may have been aware of this issue more than five business days before filing a report with NHTSA. Please be reminded that under Federal law, this agency is to be notified of all safety defect and/or noncompliance decisions within five business days. 49 CFR 573.6 Significant civil penalties can be assessed for this violation.

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 Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement