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(3 pages)



**Steve M. Kenner, Global Director**  
Automotive Safety Office  
Sustainability, Environment & Safety Engineering

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330 Town Center Drive  
Dearborn, MI 48126-2738

June 30, 2014

Ms. Nancy Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE, Room W45-306  
Washington, DC 20590

Dear Ms. Lewis:

Subject: Ford Motor Company (Ford) 2014 Model Year Ford Escape Safety Recall #14S13 –  
Panorama Roof Glass Assembly Bond

In accordance with the requirements of 49 CFR Part 573 Defect and Non-compliance Information Reports, please find the applicable information regarding Ford Motor Company's voluntary safety recall #14S13.

Sincerely,

A handwritten signature in blue ink that reads "S. M. Kenner".

*for* Steven M. Kenner

Attachment

49 CFR PART 573 – DEFECT INFORMATION REPORT  
2014 MODEL YEAR FORD ESCAPE SAFETY RECALL #14S13  
PANORAMA ROOF GLASS ASSEMBLY BOND

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Defect and Non-Compliance Reports, Ford Motor Company submits the following information concerning a safety recall action that it is voluntarily initiating.

573.6 (c) (2) – Potentially Affected Vehicles

Vehicles potentially affected are certain 2014 model year Ford Escape vehicles built at Ford's Louisville Assembly Plant (LAP) from October 15, 2013, through October 22, 2013.

These vehicles were not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

The information for the original supplier of the panorama roof, which is the subject of this defect report, is provided below:

Panorama Roof Assembly – Supplier Information

Inalfa Roof Systems  
1370 Pacific Drive  
Auburn Hills, MI 48326  
Doug Rizzi – CEO and Group VP  
(248) 379-2450  
Country of Origin: USA

573.6 (c) (3) – Estimated Population of Vehicles Potentially Affected

Approximately 1,867 vehicles in the United States and federalized territories are potentially affected.

573.6 (c) (4) – Estimated Percentage of Affected Vehicles with the Defect Condition

Less than 0.4 percent.

573.6 (c) (5) – Description of the Defect

In some of the affected vehicles, an improperly cured urethane bond may exist between the panorama roof glass and the attaching bracket. A panorama roof assembly with improperly cured urethane bond may result in noise, water leak, or separation of the glass panel from the vehicle, potentially increasing the risk of an accident or injury.

No accidents or injuries have been reported to date as a result of the subject condition.

573.6 (c) (6) – Chronology of Events

In November 2013, LAP was notified of a warranty claim indicating a squeak and rattle concern on the panorama roof on a vehicle. Engineering requested the part be returned to the supplier for review. The supplier review indicated a possible urethane curing issue between the glass and the mounting bracket. A review of the supplier's production bonding pressure data showed that ten (10) sequential panorama roof assemblies may have been manufactured with improperly mixed urethane.

December 2013 through February 2014, the supplier developed a design of experiment with the urethane manufacturer to determine if improperly mixed urethane would cure over time. Improperly mixed samples were prepared and aged up to 10 weeks.

In March 2014, the supplier and Ford engineering reviewed the test results and concluded that the improperly mixed urethane would properly cure over time.

April - May 2014, LAP was notified of a second warranty claim, reportedly with a panorama roof glass panel which had separated from the vehicle while driving. Contrary to the prior testing results, the warranty report indicated the urethane bond may not have been properly cured. Engineering reviewed the warranty claim for the alleged separation and brought this issue to the attention of Ford's Critical Concern Review Group.

On June 23, 2014, Ford's Field Review Committee reviewed the concern and approved a field action.

#### 573.6 (c) (8) – Service Program

Owners will be notified by mail and instructed to take their vehicle(s) to a Ford or Lincoln dealer. Dealers will check the date and sequence number, located on the panorama assembly chassis label, and perform the following:

- If the date and sequence number falls within the suspect range, the front roof glass panel will be replaced.
- If the date and sequence number does not fall within the suspect range, no further repair is necessary and the vehicle will be returned to the owner.

Mailing of owner notification letters will occur no later than the week of July 14, 2014. Notification to dealers will occur on July 1, 2014.

In accordance with Part 573.13(d)(1), Ford is excluding reimbursement for costs incurred by owners for repair of this concern because Ford's original warranty program would provide for a free repair for this concern for customers.

#### 573.6 (c) (10) – Press Statement and Dealer/Owner Letters

National media attention is likely as with most Ford recalls when posted to NHTSA's safecar.gov website. Ford will provide public comments when requested. A news release will not be issued.

A copy of the notification letters to dealers and owners from Ford will be forwarded to the agency when available.

#### 573.6 (c) (11) – Recall Number

Ford has assigned recall number 14S13 to this action.

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