

**Part 573 Safety Recall Report****14V-777****Manufacturer Name :** Ford Motor Company**Submission Date :** DEC 19,2014**NHTSA Recall No. :** 14V-777**Manufacturer Recall No. :** 14S26**Manufacturer Information :**

Manufacturer Name : Ford Motor Company

Address : 330 Town Center Drive

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332

**Population :**

Number of potentially involved : 19,825

Estimated percentage with defect : 0

**Vehicle Information :**

Vehicle : 2014-2014 Ford Transit Connect Cargo Van

Vehicle Type :

Body Style : ALL

Power Train : NR

**Descriptive Information :** These vehicles are 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.

Production Dates : AUG 09, 2013 - SEP 20, 2014

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

 Not sequential VINs**Description of Defect :**

**Description of the Defect :** Affected Cargo Van vehicles are equipped with sliding door plastic panels that may have improper bond strength between the plastic panel and the paint primer. A plastic panel with an improper bond to the sliding door may result in noise, water leak, or separation of the plastic panel from the vehicle while driving, potentially increasing the risk of an accident or injury.

**Description of the Safety Risk :** A plastic panel with an improper bond to the sliding door may result in noise, water leak, or separation of the plastic panel from the vehicle while driving, potentially increasing the risk of an accident or injury.

Ford is not aware of any accidents or injuries related to this condition.

Description of the Cause : NR

Identification of Any Warning that can Occur : A plastic panel with an improper bond to the sliding door may result in noise, water leak, or separation of the plastic panel from the vehicle.

**Supplier Identification :**

**Component Manufacturer**

Name : Valtec LLC

Address : 565 South Cedar Street  
Imlay City MICHIGAN 48444

Country : United States

**Chronology :**

June 2014: Ford was informed of loose plastic panels on certain Transit Connect Cargo Van vehicles with white paint in the Phoenix region, including two which were reported to have separated while driving. A quality hold was put in place on certain vehicles and an engineering review was undertaken.

July – August 2014: Engineering investigation found that a supplier may not have used approved paints or approved primer application requirements when preparing the panels for installation. An increase in warranty claims for panel water leaks, road noise and for loose panels of various paint colors was identified, though there were no additional reports of complete panel separation while driving. A vehicle stop ship was implemented for all Cargo Van vehicles. This issue was brought to Ford's Critical Concern Review Group (CCRG) for evaluation.

September – October 2014: Ongoing engineering investigation through the production supply chain confirmed that a supplier had been using non-approved paint and primer application procedures, resulting in the potential for insufficient bond strength between the panel and the sliding door. An on-site panel push-out test was implemented to ensure panels were appropriately secured to the sliding doors before vehicles were shipped. Ford continued to receive warranty claims for panel water leaks, road noise and for loose panels, including new reports of panel separation while driving.

This issue was brought to Ford's November 24, 2014, Field Review Committee where the concern was reviewed and a field action was approved.

**Description of Remedy :**

Description of Remedy Program : Dealers will remove the original sliding door plastic panel(s):

- If the original panel can be reused, dealers will reinstall using proper materials and procedures.
  - If the original panel was damaged during removal, dealers will replace with a new panel using proper materials and procedures.
- 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.

Ford will upload a copy of the notification letters to dealers on NHTSA's safercar.gov website when available.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

**Recall Schedule :**

Description of Recall Schedule : NR

Planned Dealer Notification Date : DEC 03, 2014 - DEC 10, 2014

Planned Owner Notification Date : JAN 12, 2015 - JAN 16, 2015

\* NR - Not Reported