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December 10, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S26
Certain 2014 Model Year Transit Connect Cargo Van Vehicles
Remove and Install Sliding Door Plastic Panels

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit Connect Cargo Van	2014	Valencia, Spain	August 9, 2013 through September 20, 2014

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information was available on December 3, 2014.

REASON FOR THIS SAFETY RECALL

Some of the affected vehicles, which are equipped with sliding door plastic panels, may have improper bond strength between the plastic panels and the paint primer. Plastic panels with improper bond strength may result in noise, water leak, or separation of the plastic panels from the vehicle while driving, potentially increasing the risk of an accident or injury.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to remove and reinstall the sliding door plastic panel(s) using proper materials and procedures. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: This repair may be sublet to a professional glass repair facility in accordance with the Warranty & Policy Manual.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of January 12, 2015. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

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 \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Owner Notification Letter

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S26
Certain 2014 Model Year Transit Connect Vehicles
Remove and Install Sliding Door Plastic Panels

OASIS ACTIVATED?

Yes, OASIS was activated on December 3, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list was available through <https://web.fsavinlists.dealerconnection.com> on December 3, 2015. Owner names and addresses will be available by January 23, 2015.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

ADDITIONAL LABOR TIME AND/OR PARTS

Contact the Special Service Support Center (SSSC) if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. Requests for approval after completion of the repair may not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

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OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Additional labor and/or parts must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed. Additional labor and/or parts require prior approval from the Special Service Support Center.
- For a sublet repair, follow Warranty & Policy Manual Section 1 for claiming instructions.
- **Provision for Locally Obtained Supplies:** Includes urethane adhesive and primer.
 - Program Code: 14S26
 - Misc Expense: OTHER
 - Amount: Actual cost up to \$80.00

DEMONSTRATION / DELIVERY HOLD - Safety Recall 14S26
 Certain 2014 Model Year Transit Connect Vehicles
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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Remove and Install One Panel	14S26B	1.4 Hours
Remove and Install Two Panels	14S26C	2.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
Obtain either brand of materials locally	Sika <ul style="list-style-type: none"> • Primer 206 G+P (for plastic, <i>not</i> glass) • Urethane Adhesive SikaTack MOVE ^{IT} 	Claim as MISC OTHER
	Dow <ul style="list-style-type: none"> • Primer 5504G (for plastic, <i>not</i> glass) • Urethane Adhesive Betaseal Express 	

NOTE: Either Sika or Dow brand products can be used.

- Use only Sika adhesive with Sika primer. For assistance obtaining Sika products, contact Sika customer service at 800-688-7452.
- Use only Dow adhesive with Dow primer. For assistance obtaining Dow products, contact Pittsburg Glass Works at 800-342-7740.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

CERTAIN 2014 MODEL YEAR TRANSIT CONNECT CARGO VAN VEHICLES — SLIDING DOOR PLASTIC PANELS

OVERVIEW

The removal and installation procedure for the sliding door plastic panels is similar to fixed glass (windshield) replacement. This repair is being performed to resolve potential improper bond strength that may exist between the sliding door plastic panels and the paint primer. The following procedure must be performed on both right and left side panels, if equipped. Use only the approved primer and adhesive materials listed in Attachment II of the bulletin.

SERVICE PROCEDURE

1. Remove the plastic panel. Please follow Workshop Manual (WSM) procedures in Section 501-11, General Procedures - Fixed Glass. See Figure 1.

NOTE: The plastic panel is removed in the same manner as fixed glass.

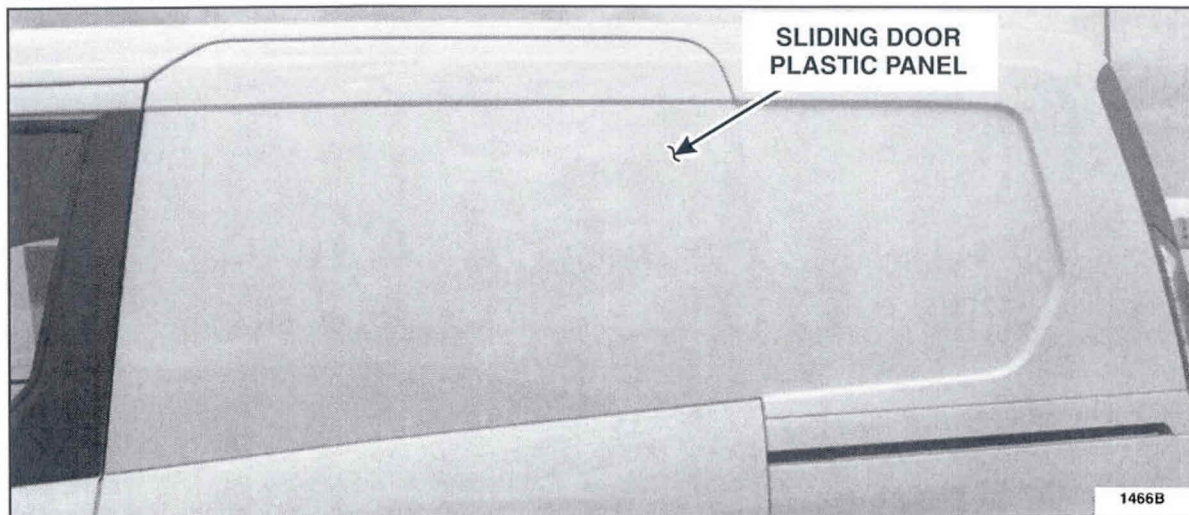


FIGURE 1

2. Remove the remaining urethane from both the sliding door pinch weld and the sliding door plastic panel using a suitable knife by hand.

NOTE: As instructed in the WSM, be sure to leave a 1mm to 2mm (0.04 in to 0.08 in) urethane base on the sliding door pinch weld.

NOTE: If the paint layer was damaged on the body pinch weld surface, be sure to restore protection as specified in the WSM procedure in Section 501-11.



NOTE: To provide proper adhesion, all paint and old urethane must be removed from the urethane bead path on the plastic panel prior to applying *new* black primer and *new* urethane adhesive.

3. Remove remaining urethane from sliding door plastic panel using a wire cup air powered rotary tool. Remove both urethane and paint along the adhesive path only to a maximum width of 20mm (0.78 in) and a maximum of 0.2mm (0.007 in) depression into the original surface of the plastic panel. Use care not to remove paint or damage the panel in the area visible when reinstalled. See Figure 2.

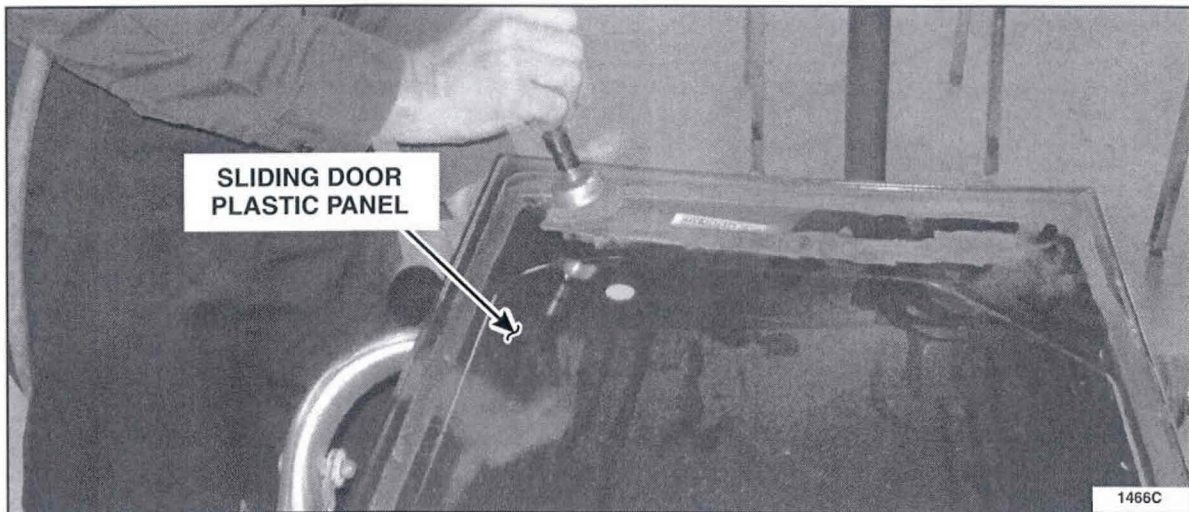


FIGURE 2

4. Clean and remove dust from grinding using a clean dry cloth. Apply black primer to the bead path on the sliding door plastic panel and allow to cure according to the manufacturer's specifications. See Figure 3.



FIGURE 3

5. Install the plastic panel using the approved adhesive specified in the parts section of Attachment II of the bulletin. Please follow WSM procedures in Section 501-11, General Procedures - Fixed Glass.

