

Part 573 Safety Recall Report

16V-695

Manufacturer Name : Ford Motor Company**Submission Date :** SEP 26, 2016**NHTSA Recall No. :** 16V-695**Manufacturer Recall No. :** 16S35**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 : 887

Estimated percentage with defect : NR

Vehicle Information :

Vehicle 1 : 2014-2014 Ford Transit Connect

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Descriptive Information: Certain 2014 model year Transit Connect vehicles equipped with Panoramic Fixed-Glass Vista Roof's that were installed between October 4, 2013 and March 15, 2014.

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 : OCT 04, 2013 - JUL 14, 2014

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : In some of the affected vehicles, an inadequate bond may exist between the panoramic roof panel and the body. A panoramic roof panel with an improper bond may result in wind noise, water leak and in some cases, separation from the vehicle.

Ford is not aware of any reports of accident or injury related to this condition.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Separation of the entire panoramic roof panel from the vehicle while driving increases the risk of a crash or injury.

Description of the Cause : Inadequate bond between the panoramic roof panel and the glass primer caused by silicone contamination and glass cleaner residue.

Identification of Any Warning that can Occur : Inadequate bond between the panoramic roof panel and the glass primer may also result in wind noise or water leaks from the panoramic roof.

Supplier Identification :

Component Manufacturer

Name : BOS Automotive Products Hungary LP

Address : Szabadsag utca 33
9245 Mosonszolnok FOREIGN STATES

Country : Hungary

Chronology :

April-May 2017: An issue concerning reports of panoramic roof panel separation from a vehicle was brought to Ford's Critical Concern Review Group (CCRG) for review. Analysis of field reports and warranty claims identified four reports of panoramic roof panel separation from a vehicle, as well as reports of wind noise and water leak complaints. Panoramic roof panels from vehicles were obtained for analysis.

June-July 2017: Further analysis of panels from vehicles with reports of wind noise or water leak complaints found poor adhesion along the outer perimeter edge of the panel where vacuum rings are used during manufacture by the panel sub-supplier. Reports of wind noise and water leaks continued to be received for vehicles that had panoramic roof panels installed between Job #1 and March 15, 2014. In addition, a panoramic roof panel separation report was received from Ford of Europe on a vehicle produced December 15, 2013.

August-September 2017: Ford conducted a detailed review of the global glass panel manufacturing and handling processes. Analysis of vacuum rings used by the glass sub-supplier confirmed that they contained silicone. Ford's analysis also indicated that the supplier process used to clean the glass may have inadequately removed the silicone contamination.

On September 19, 2016, Ford's Field Review Committee reviewed the concern and approved a field action.

Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the panorama roof panel removed, cleaned

and reinstalled. There will be no charge for this service.

Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in February 2015. The ending date for reimbursement eligibility is November 11, 2016

Ford will forward a copy of the notification letters to dealers to the agency 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 : Notification to dealers is expected to occur on September 27, 2016. Mailing of owner notification letters is expected to begin October 31, 2016 and is expected to be completed by November 4, 2016.

Planned Dealer Notification Date : SEP 27, 2016 - SEP 27, 2016

Planned Owner Notification Date : OCT 31, 2016 - NOV 04, 2016

* NR - Not Reported