



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 14, 2020

Mr. Adrian Diaz
Assistant Engineering Director Automotive Safety Office
Ford Motor Company
330 Town Center Drive
Suite 500/5024
Dearborn, MI 48126

NEF-150DM
20V-260

Subject: Panoramic Roof Panel may Separate from Vehicle

Dear Mr. Diaz:

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/2014-2017

Mfr's Report Date: May 8, 2020

NHTSA Campaign Number: 20V-260

Components:

VISIBILITY:SUN ROOF ASSEMBLY

Potential Number of Units Affected: 5,088

Problem Description:

Ford Motor Company (Ford) is recalling certain model year 2014-2017 Transit Connect vehicles equipped with a Panoramic Fixed-Glass Vista roof. An improper bond may exist between the panoramic roof and the vehicle body and may result in wind noise, water leak, and in some cases, separation from the vehicle.

Consequence:

If the panoramic roof panel separates from the vehicle while it is being driven, it may increase the risk of an injury or crash.

Remedy:

Ford will notify owners, and dealers will remove, clean, and reinstall the panoramic roof panel, free of charge. The recall is expected to begin May 25, 2020. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 20S22.

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.

We have received Ford's proposed owner notification letter and it has been approved for distribution.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

A statement that the defect or noncompliance can cause a vehicle crash without prior warning; or a description of whatever prior warning may occur, and a statement that if this warning is not heeded, a vehicle crash can occur (49 CFR 577.5 (f)(1)).

Please be reminded of the following requirements:

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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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 DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement