



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

1200 New Jersey Avenue SE  
Washington, DC 20590

December 22, 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-791

**Subject:** Air Bag Missing First Stage Booster/FMVSS 208

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/ECOSPORT/2020  
FORD/TRANSIT CONNECT/2019-2020

**Mfr's Report Date:** December 17, 2020

**NHTSA Campaign Number:** 20V-791

**Components:**

AIR BAGS:FRONTAL:DRIVER SIDE:INFLATOR MODULE  
AIR BAGS:FRONTAL:PASSENGER SIDE:INFLATOR MODULE

**Potential Number of Units Affected:** 12

**Problem Description:**

Ford Motor Company (Ford) is recalling certain 2020 EcoSport and 2019-2020 Transit Connect vehicles. Depending on the model, either the driver side or passenger side frontal air bag modules are missing the first-stage booster propellant and sleeve. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 208, "Occupant Crash Protection."

**Consequence:**

Air bag modules missing the first-stage booster propellant will not deploy as intended in a crash, increasing the risk of injury.

**Remedy:**

Ford will notify owners, and dealers will replace the affected air bag module on either the driver or passenger side, free of charge. The recall is expected to begin December 28, 2020. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 20C26.

**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](http://www.safercar.gov).

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

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