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August 6, 2020

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 20S22**  
Certain 2014-2017 Model Year Transit Connect Vehicles Equipped with Panoramic  
Roof  
Panoramic Roof Panel Repair

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit Connect	2014-2017	Valencia	July 17, 2014 through October 1, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, an improper bond may exist between the panoramic roof panel and the vehicle. A panoramic roof panel with an improper bond may result in wind noise, water leaks, and in some cases, separation from the vehicle. Separation of the entire panoramic roof panel from the vehicle while driving increases the risk of a crash or injury.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to remove, clean, and reinstall the panoramic roof panel. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of August 24, 2020. 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 \$21,000 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 Letters

**QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in cursive script that reads "D. Johnson".

David J. Johnson

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**OASIS ACTIVATION**

OASIS will be activated on August 6, 2020.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 6, 2020. Owner names and addresses will be available by September 6, 2020.

**NOTE:** Your FSA VIN Lists 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.

**SOLD VEHICLES**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- 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.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

**TITLE BRANDED / SALVAGED VEHICLES**

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

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**OWNER REFUNDS**

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with panoramic roof panel repair or replacement caused by improper bonding (wind noise, water leaks, or separation).

**RENTAL VEHICLES**

Dealers are pre-approved for up to 1 days for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day(s) is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

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**CLAIMS PREPARATION AND SUBMISSION**

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims, select claim type 31: Field Service Action. The FSA number 20S22 is the sub code.
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 20S22                      - Misc. Expense: ADMIN
  - Misc. Expense: REFUND                - Misc. Expense: 0.2 Hrs.
  - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Sublet Repairs:** Sublet repairs must be claimed using the labor operation, parts, and MISC expense listed in this bulletin. Do not claim as Outside Labor (OSL). Sublet documentation must be retained.
- **Provision for Locally Obtained Supplies:** Cleaning supplies and either Dow® or Sika® brand automotive glass bonding materials. Submit on the same line as the repair.
  - Program Code: 20S22                      - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$100

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Remove, clean, and reinstall the panoramic roof panel.	MT20S22B	Up to 3.0 hours

**PARTS REQUIREMENTS / ORDERING INFORMATION****SSSC Web Contact Site:**

Please use the SSSC Web Contact Site to order parts.

Part Number	Description	Order Quantity	Claim Quantity
DT1Z-5829760-A	Spacers	14	14

**Obtain the parts below locally:**

Part Number	Description	Claim Quantity
<b>All repairs</b>		
Obtain Locally	KIMTECH SCIENCE® Kimwipes® Delicate Task Wipes (or equivalent low-lint tissues for cleaning panoramic roof panel)	Claim as MISC OTHER
	Acetone – bulk (for cleaning panoramic roof panel)	
	Isopropyl Alcohol – bulk (for cleaning panoramic roof panel)	
<b>If using Dow® brand products</b>		
Obtain Locally	Dow® Betaprime™ 5504G primer	Claim as MISC OTHER
	Dow® Betaseal™ Express urethane adhesive	
<b>If using Sika® brand products</b>		
Obtain Locally	Sika® Aktivator Pro primer	Claim as MISC OTHER
	Sika® Primer-207 primer	
	SikaTack® MACH 30 or MACH 60 urethane adhesive	

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

## CERTAIN 2014 MODEL YEAR TRANSIT CONNECT VEHICLES EQUIPPED WITH PANORAMIC ROOF — PANORAMIC ROOF PANEL REPAIR

### SERVICE PROCEDURE

**NOTE:** If this repair is being sublet to an automotive glass repair company, it is important that the correct materials be used explicitly in the manner described in the following steps.

**NOTICE:** All original spacers, urethane, and primer must be removed from the panoramic roof panel. If unable to be cleaned, the panoramic roof panel must be replaced.

**NOTICE:** To avoid rust formation, use extreme care not to scratch the paint and primer or damage the pinch weld during glass removal.

**NOTICE:** Take precautions to prevent damage to other components when cutting urethane.

1. Remove the front overhead console. Please follow the Workshop Manual (WSM) procedures in Section 501-12.
2. Disconnect the panoramic roof panel blind motor connector. See Figure 1.



FIGURE 1



3. Remove the sunroof seal. See Figure 2.

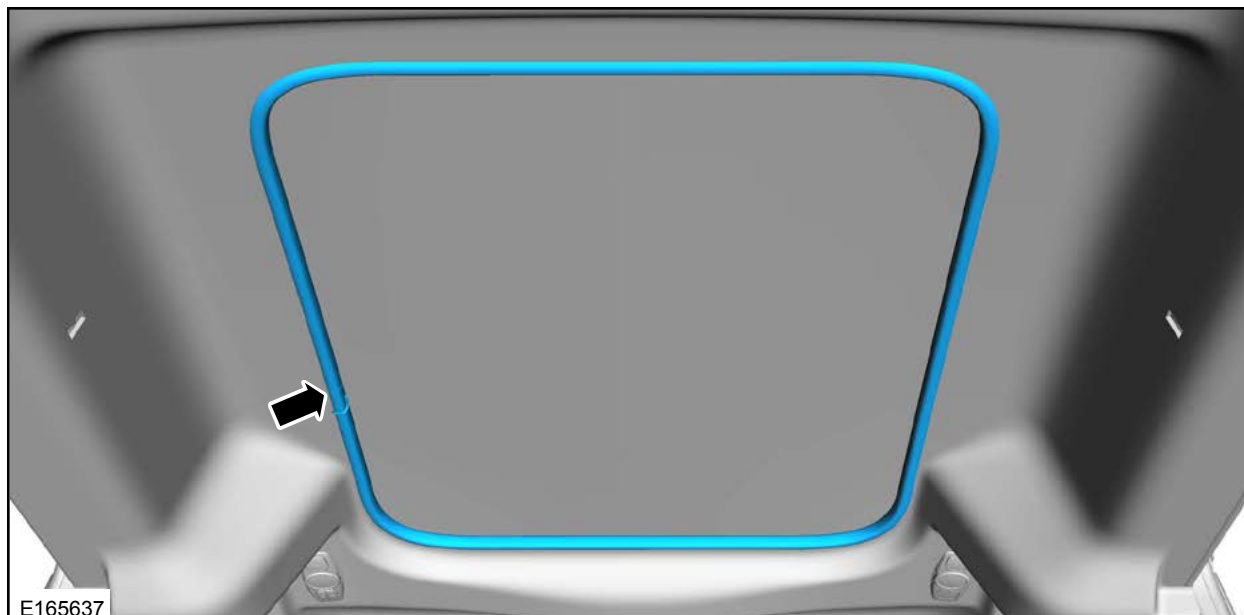


FIGURE 2

**NOTICE:** When using the cold knife method, apply masking tape to protect the perimeter of the window opening from paint damage. Multiple layers of tape may be required.

4. Using a cold knife, cut the urethane bead between the panoramic roof panel and body. See Figure 3.

**IMPORTANT:** ATTEMPTING TO CUT THE URETHANE BEAD IN LOW CLEARANCE AREAS CAN LEAD TO GLASS BREAKAGE.

- If the clearance between the panoramic roof panel and body becomes too tight and the cold knife begins to bind, discontinue cutting in that area and resume cutting the remainder of the urethane bead. Lift and reposition the panoramic roof panel slightly to allow the urethane bead in the low clearance area to be cut.

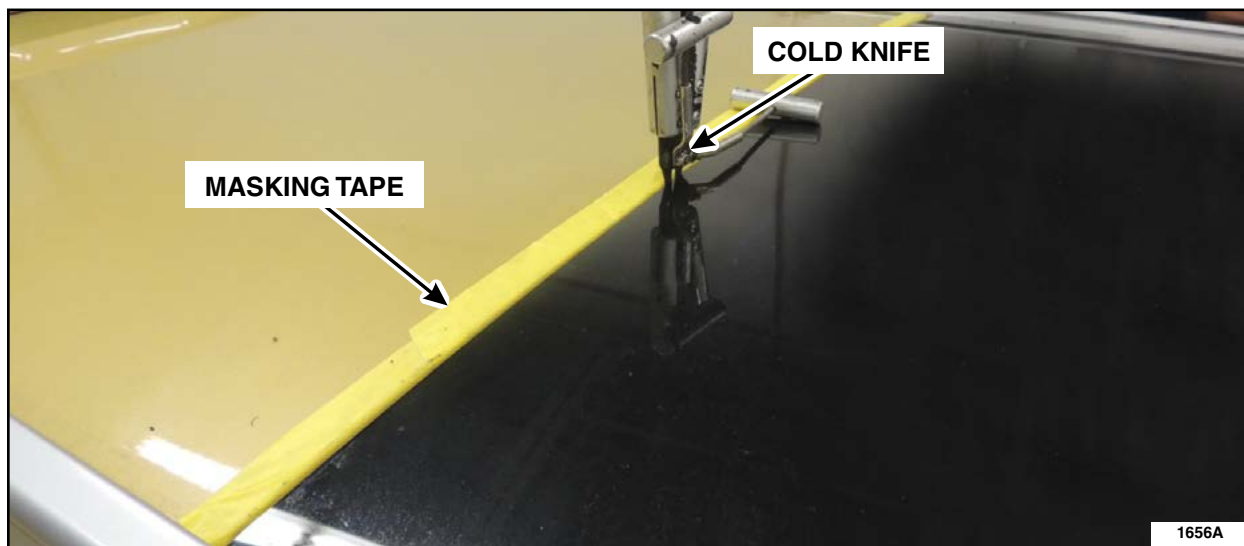


FIGURE 3





5. Remove the panoramic roof panel from the vehicle and place it upside down on a padded surface to prevent damage.

**NOTE:** Headliner removal is not required for the following step.

6. Remove the sun shade from the panoramic roof panel. Please follow the WSM procedures in Section 501-05.
7. Remove and discard the 14 spacers from the panoramic roof panel. Use a lint-free wiping tissue that is well moistened with acetone to remove any adhesive residue. See Figure 4.



**FIGURE 4**



8. Using a utility knife or razor blade scraper with a new blade at roughly a 30 degree angle, completely remove the urethane and primer from the panoramic roof panel. See Figure 5.

- To ensure best results, use one razor blade per side and cut in a single direction. More than one pass will be required to remove all of the primer and urethane from the surface of the glass.

**NOTICE:** Do not scrape the razor blade back and forth.

**NOTICE:** If the urethane and primer cannot be completely removed from the surface of the panoramic roof panel, it must be replaced.



**FIGURE 5**



9. Prepare the panoramic roof panel for installation. See Figure 6.
- Clean the bonding surface using a *new* lint-free wiping tissue moistened with **acetone** for each edge of the panoramic roof panel. Wipe in a single direction using constant pressure to remove any contaminants. Repeat this step two additional times.
  - Clean the bonding surface using a *new* lint-free wiping tissue moistened with **isopropyl alcohol** for each edge of the panoramic roof panel. Wipe in a single direction using constant pressure to remove any contaminants. Repeat this step two additional times.

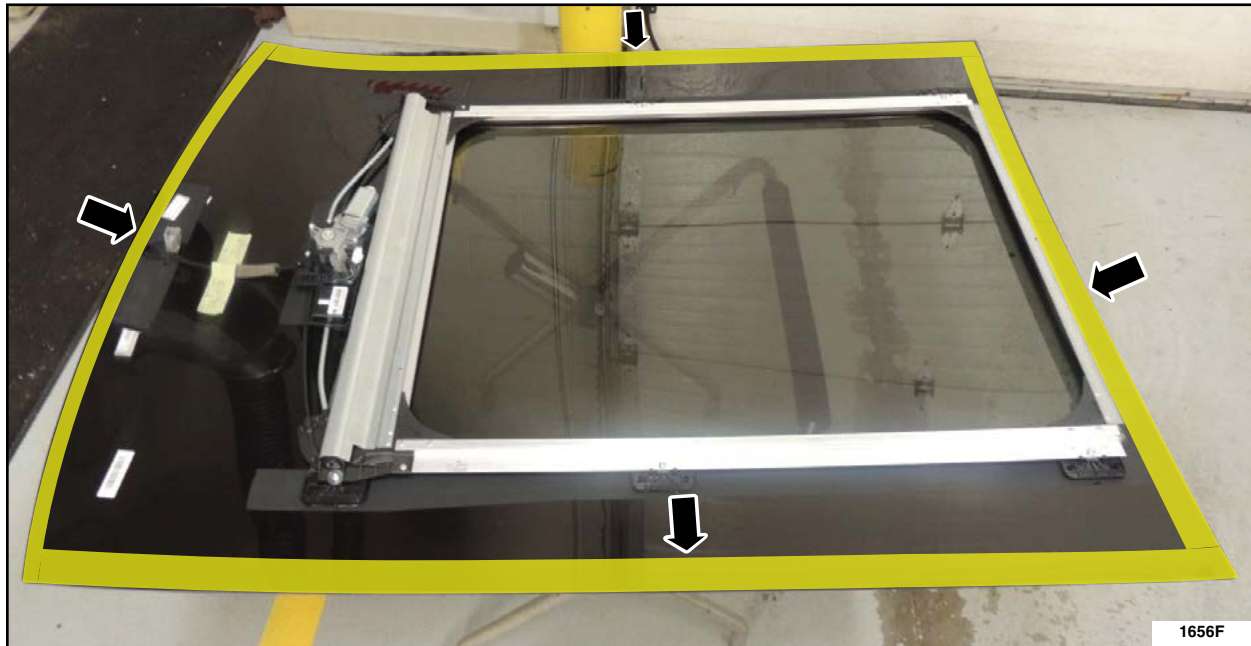


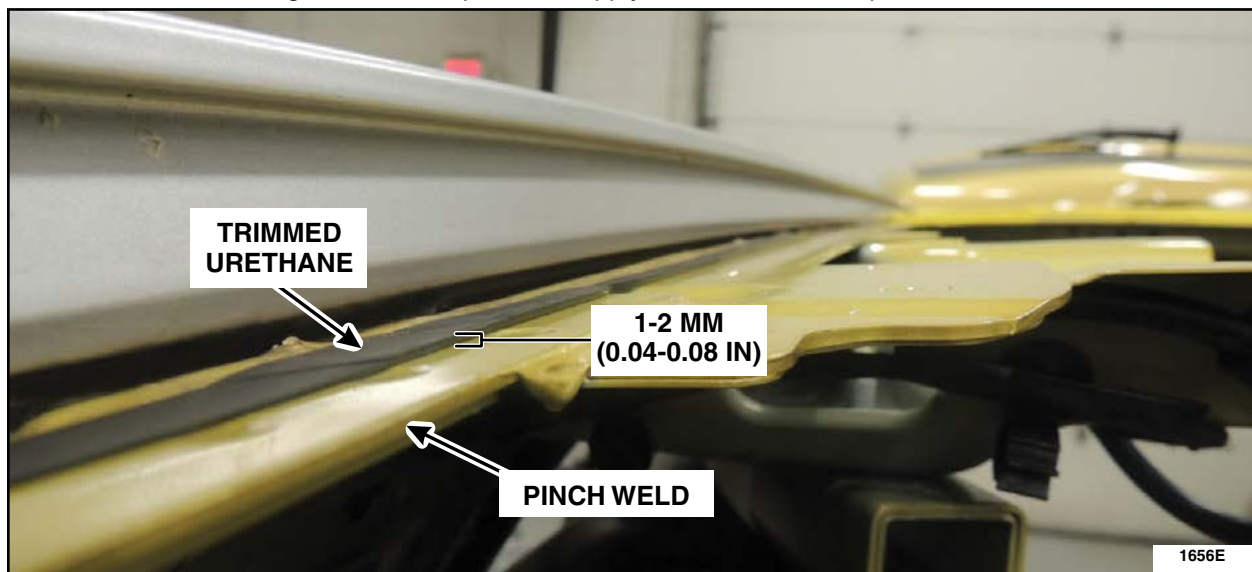
FIGURE 6



**NOTICE:** The panoramic roof panel must be installed within 2 hours of cutting the urethane adhesive. Cut or scraped urethane becomes oxidized and inactive beyond 2 hours, reducing the effectiveness of the repair bond.

10. Prepare the vehicle pinch weld. See Figure 7.

- a. Trim the original urethane adhesive using a utility knife, leaving a 1 mm to 2 mm (0.04 in to 0.08 in) base on the pinch weld.
- b. Remove any foreign material or dirt from the pinch weld using a soft brush or vacuum.
- c. If any of the pinch weld metal was exposed during panoramic roof panel removal or urethane bead trimming, apply primer to the exposed metal.
  - If using Dow® brand products, apply Dow® Betaprime™ 5504G primer.
  - If using Sika® brand products, apply Sika® Primer-207 primer.



**FIGURE 7**

11. Install 14 new spacers onto the panoramic roof panel. See Figure 4.

**NOTE:** Headliner removal/installation is not required for the following step.

12. Install the sun shade onto the panoramic roof panel. Please follow the WSM procedures in Section 501-05.

13. Apply primer to glass surface. See Figure 6.

- If using Dow® brand products, apply Dow® Betaprime™ 5504G primer.
- If using Sika® brand products, apply Sika® Aktivator Pro primer.



**NOTICE: Make sure the urethane bead is uniform to prevent air and water leaks.**


**NOTE:** The fixed glass must be installed within 10 minutes of applying the urethane adhesive.

14. Using a suitable power caulk gun, apply urethane to the vehicle pinch weld.

- If using Dow® brand products, apply Dow® Betaseal™ Express urethane adhesive.
- If using Sika® brand products, apply SikaTack® MACH 30 or MACH 60 urethane adhesive.
  - Start and end at the original overlap points to prevent air and water leaks.
  - Apply a urethane adhesive bead 14 mm (0.551 in) high and 8 mm (0.314 in) wide on top of the existing trimmed urethane adhesive bead on the pinch weld.
  - Make sure there are no gaps in the bead.

**NOTICE: Open the vehicle windows to prevent the air pressure of closing doors from compromising the urethane adhesive bond.**

**NOTICE: The door windows must be left open during the adhesive curing time.**

 **WARNING: Do not drive vehicle until the urethane adhesive seal has cured. Follow urethane adhesive manufacturer's curing directions. Inadequate or incorrect curing of the urethane adhesive seal will adversely affect glass retention. Failure to follow these instructions may result in serious injury to vehicle occupant(s).**

15. Install the panoramic roof panel, pressing firmly by hand to ensure a good bond.

16. Secure the panoramic roof panel in the correct position with tape until the urethane adhesive has cured.

17. Install the sunroof seal. See Figure 2.

18. Reconnect the panoramic roof panel blind motor connector. See Figure 1.

19. Install the front overhead console. Please follow the WSM procedures in Section 501-12.

