



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

1200 New Jersey Avenue SE  
Washington, DC 20590

May 27, 2021

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

NEF-107DM  
21V-376

**Subject:** Unintentional Rollaway Due to Detached Shift Cable

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/2013-2021

**Mfr's Report Date:** May 24, 2021

**NHTSA Campaign Number:** 21V-376

**Components:**

POWER TRAIN:AUTOMATIC TRANSMISSION:GEAR POSITION INDICATION (PRNDL)

POWER TRAIN:SHIFT LINKAGE/CABLE/ROD

**Potential Number of Units Affected:** 192,080

**Problem Description:**

Ford Motor Company (Ford) is recalling certain 2013-2021 Transit Connect vehicles equipped with 2.5L engines and 6F35 transmissions. The bushing that attaches the shifter cable to the transmission may degrade or detach.

**Consequence:**

A damaged or missing bushing may prevent the vehicle from shifting into the intended gear, causing the vehicle to move in an unexpected direction. Additionally, the vehicle may roll after the driver selects the 'Park' position. Either scenario increases the risk of a crash or injury.

**Remedy:**

Dealers will replace the underhood shifter cable bushing, and add a protective cap, free of charge. Owner notification letters are expected to be mailed June 28, 2021. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 21S24.

**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 ensure the following requirements are met:

As required in Part 573.6(c)(6), in the case of a defect, please amend the chronology to include all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt.

**AMENDED 573 REQUIRED.**

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).

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.

Ford Motor Company's contact for this recall will be DeMara Magruder who may be reached by email at [demara.magruder@dot.gov](mailto:demara.magruder@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement