

Part 573 Safety Recall Report

21V-376

Manufacturer Name : Ford Motor Company

Submission Date : JUN 01, 2021

NHTSA Recall No. : 21V-376

Manufacturer Recall No. : 21S24



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 : 192,080

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2013-2021 Ford Transit Connect

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : GAS

Descriptive Information : The recalled shifter cable was introduced into production on 04/22/2013 and was taken out of production on 04/30/21.

Affected vehicles are equipped with 2.5L engines and 6F35 transmissions.

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.

Approximately 192,080 Transit Connect vehicles are affected

Production Dates : APR 23, 2013 - APR 30, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect :	<p>On affected vehicles, the bushing that attaches the shifter cable to the transmsision may degrade or detach.</p> <p>A damaged or missing bushing could prevent the shifter from moving the transmission to the intended gear position. The condition could allow the driver to move the gear shift lever to park, turn the vehicle off, and exit the vehicle with no instrument panel warning message or warning chime indicating the vehicle is not secured in park.</p> <p>Ford is not aware of any reports alleging property damage or injury related to this concern</p>
FMVSS 1 : FMVSS 2 :	NR NR
Description of the Safety Risk :	The transmission may not be in the park position, even though the shifter position indicates that the vehicle was shifted to park. The driver does not receive a warning message or audible chime. Exiting a vehicle without the transmission in the park position and without application of the parking brake may allow the vehicle to roll, increasing the risk of injury or crash.
Description of the Cause :	The bushing can degrade in the presence of contaminants. The bushing also has the potential for thermal degradation. A review of the in-vehicle package design shows that the bushing location on affected vehicles may expose the bushing to external contaminants.
Identification of Any Warning that can Occur :	If the vehicle ignition is on, the instrument panel display position on the cluster will show the correct transmission gear state, which may not match the gear shift lever position. The driver may also notice the defect if they attempt to shift to an intended gear and the vehicle responds differently than intended based on the transmission gear state. Additionally, if a vehicle is turned off in a transmission gear state other than Park, regardless of the gear shift level position, the engine will not restart.

Involved Components :

Component Name 1 :	Shifter Cable Bushing
Component Description :	Shifter Cable Bushing
Component Part Number :	DT1P-7E395-AB

Supplier Identification :

Component Manufacturer

Name : Hilex

Address : 2911 Research Drive

Rochester Hills Michigan 48309

Country : United States

Chronology :

October 2020: Ford was contacted by one of their fleet customers related to shifter cable warranty claims. The topic was brought to Ford's Critical Concern Review Group on October 6, 2020 for review. On October 7, 2020, NHTSA provided nine VOQ reports to Ford. Those reports were related to concerns with the shifter cable on model year 2013-16 Transit Connect

November 2020 – January 2021: Ford investigated the scope of the condition. Ford searched for additional reports of shifter cable concerns. Ford determined there were 6 field reports related to the shifter cable bushing concern. Three of the reports were from July 29, 2020, and the other three reports were from on August 3, 2020.

February 2021 – April 2021: Ford requested an analysis of shifter cable bushings collected from fleet vehicles by an independent engineering firm that identified the potential for thermal degradation. A prior study conducted by Ford found the bushing can degrade when in the presence of contaminants. Ford engineering reviewed the vehicle package and design clearances around the bushing. The review found the package design around the bushing exposed the bushing to contamination.

On May 17, 2021, Ford's Field Review Committee reviewed the concern and approved a field action.

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

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 underhood shifter bushing replaced and add a protective cap over the shift cable bushing. 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 May 2021. The ending date for reimbursement eligibility is July 12, 2021.

Ford will forward a copy of the notification letters to dealers to the agency when available.

How Remedy Component Differs from Recalled Component : Shifter Cable Bushing – DG9Z-7K340-A – Shifter Cable Bushing
Shifter Cable Cap – DG9Z-7S004-A – Shifter Cable Cap

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on May 25, 2021. Mailing of owner notification letters is expected to begin June 28, 2021 and is expected to be completed by July 2, 2021.

Planned Dealer Notification Date : MAY 25, 2021 - MAY 25, 2021

Planned Owner Notification Date : JUN 28, 2021 - JUL 02, 2021

* NR - Not Reported