

Part 573 Safety Recall Report

21V-977

Manufacturer Name : Ford Motor Company**Submission Date :** DEC 16, 2021**NHTSA Recall No. :** 21V-977**Manufacturer Recall No. :** 16S35**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 : 311

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2014-2014 Ford Transit Connect

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Ford's team reviewed plant records to determine the population of affected vehicles. Affected vehicles are equipped with Panoramic Fixed-Glass Vista Roofs that were installed between October 4, 2013 and July 14, 2014.

This Defect Information Report adds additional vehicles to the original vehicle population based upon a review of production records.

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.

Production Dates : OCT 04, 2013 - JUL 14, 2014

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : In some of the affected vehicles, an inadequate bond may exist between the panoramic roof panel and the body. A panoramic roof panel with an improper bond may result in wind noise, water leak and in some cases, separation from the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Separation of the entire panoramic roof panel from the vehicle while driving increases the risk of a crash or injury.

Description of the Cause : Inadequate bond between the panoramic roof panel and the glass primer caused by silicone contamination and glass cleaner residue.

Identification of Any Warning that can Occur : Inadequate bond between the panoramic roof panel and the glass primer may also result in wind noise or water leaks from the panoramic roof.

Involved Components :

Component Name 1 : Glass and Roof Blind Assembly

Component Description : Panoramic roof glass and with power shade

Component Part Number : DT11-K519E58-ADW

Supplier Identification :

Component Manufacturer

Name : BOS Automotive Products Hungary LP

Address : Szabadsag utca 33

9245 Mosonszolnok Foreign States

Country : Hungary

Chronology :

On September 19, 2016, Ford's Field Review Committee (FRC) approved safety recall 16V-695 (16S35) for 2014 Transit Connect vehicles built between Oct. 4, 2013 and July 14, 2014 to address panoramic roof separations.

On October 19, 2021, NHTSA contacted Ford regarding a Vehicle Owner Questionnaire (VOQ) where a 2014 Transit Connect customer alleged a panoramic roof separation while driving. Investigation of this VOQ by Ford's Critical Concern Review Group (CCRG) indicated the VOQ vehicle VIN was not eligible for safety recall 16V-695; however, the production date was within the range for recall 16V-695. A CCRG investigation was opened on November 16, 2021.

In November 2021, Ford's investigation revealed that due to an administrative error the original VIN list omitted a population of vehicles built with panoramic roofs within the defined recall period.

On December 9, 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 panoramic roof panel removed, cleaned and reinstalled. 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 estimated to be January 21, 2023.

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

How Remedy Component Differs from Recalled Component : The Glass and Roof Blind Assembly, Panoramic roof glass and with power shade, part number: DT11-K519E58-ADW will be removed, cleaned, reinstalled per technical instructions.

Identify How/When Recall Condition was Corrected in Production : Not required per 49 Part 573.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on December 16, 2021. Mailing of owner notification letters is expected to begin January 17, 2022 and is expected to be completed by January 21, 2022.

Planned Dealer Notification Date : DEC 16, 2021 - DEC 16, 2021

Planned Owner Notification Date : JAN 17, 2022 - JAN 21, 2022

* NR - Not Reported