

Chronology of Defect / Noncompliance Determination

Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.

On March 4, 2021, an issue involving an incorrect service repair on certain Transit vehicles was brought to Ford's Critical Concern Review Group for review. Routine review of reports from the field by engineering personnel found that fifteen dual rear wheel (DRW) Transit vehicles were incorrectly repaired by dealers using a torsional damper service kit intended for use only on single rear wheel (SRW) Transit vehicles. Technical Service Bulletin (TSB) #20-2214, which was published on October 14, 2020, provided instructions to dealers for repair of certain 2015-2020 model year Transit vehicles with a boom/hum/moan noise or vibration while driving at highway speeds. Dealers were instructed to install a torsional damper service kit consisting of a driveshaft torsional damper and a torsional damper shield to correct the condition. Although the service kit was intended for use only on SRW vehicles, this usage restriction was inadvertently omitted from the published version of TSB #20-2214. To correct this error, TSB #21-2064 was released on March 10, 2021, indicating the usage restriction to SRW vehicles only and superseded TSB #20-2214.

March – July 2021: Analysis found that installation of the SRW kit on a DRW vehicle resulted in reduced clearance between the damper shield and the parking brake cable. Physical testing showed the potential for contact between the damper shield and the parking brake cable protective sheathing during vehicle operation. Based on this testing, it is believed that such contact could abrade the parking brake cable sheathing and, over an extended period of time, potentially abrade the parking brake cable. Eventually, the parking brake may fail.

As of July 16, 2021, Ford records indicate that SRW damper kits were installed on 24 DRW Transit vehicles in the U.S.

There have been no reports related to the parking brake cable contact/abrasion concern.

On August 4, 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.