

# Part 573 Safety Recall Report

# 24V-294

**Manufacturer Name :** Ford Motor Company

**Submission Date :** APR 26, 2024

**NHTSA Recall No. :** 24V-294

**Manufacturer Recall No. :** 24S29



## 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 :** 1,315

**Estimated percentage with defect :** 1 %

## Vehicle Information :

**Vehicle 1 :** 2017-2019 Ford Transit Connect

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** ALL

**Power Train :** GAS

**Descriptive Information :** Ford's team reviewed supplier process and maintenance records, as well as Ford assembly plant records to determine the population of affected parts. Affected vehicles are equipped with the panoramic vista roof, and may have poor adhesion between the panoramic roof and the vehicle body.

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 02, 2016 - JUN 13, 2019

**VIN Range 1 : Begin :** NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** An improper bond may exist between the panoramic roof and the vehicle body.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** A panoramic roof with poor adhesion may result in wind noise, water leak, and in some cases, separation from the vehicle. A separated roof can create a road hazard for other road users, increasing the risk of a crash.

**Description of the Cause :** Contamination may have been present on the glass surface during primer application at the roof supplier facility.

Identification of Any Warning that can Occur : Wind noise and/or water leaks around the panoramic vista roof may be observed.

## Involved Components :

Component Name 1 : Panorama Roof SWB LWB

Component Description : Panoramic Glass Roof with PIA Motorized Sun Shade

Component Part Number : DT11-K519E58-B

## Supplier Identification :

### Component Manufacturer

Name : BOS AUTOMOTIVE PRODUCTS HUNGARY LP

Address : SZABADSÁG UTCA 33  
MOSONSZOLNOK Foreign States 9245

Country : Hungary

## Chronology :

Chronology is provided as an attachment.

## 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 their panoramic roof glass 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 2023. The ending date for reimbursement eligibility is estimated to be June 7, 2024.

How Remedy Component Differs from Recalled Component : Dealer technicians will remove the suspect panoramic vista roof (Panorama Roof SWB LWB - Panoramic Glass Roof with PIA Motorized Sun Shade - DT11-K519E58-B), clean the glass and roof surfaces, and reinstall

Identify How/When Recall Condition was Corrected in Production : the vista roof. Notification to dealers is expected to occur on April 29, 2024. Mailing of owner notification letters is expected to begin May 20, 2024, and is expected to be completed by May 24, 2024.

**Recall Schedule :**

Description of Recall Schedule : Notification to dealers is expected to occur on April 29, 2024. Mailing of owner notification letters is expected to begin May 20, 2024, and is expected to be completed by May 24, 2024.

Planned Dealer Notification Date : APR 29, 2024 - APR 29, 2024

Planned Owner Notification Date : MAY 20, 2024 - MAY 24, 2024

\* NR - Not Reported