

Date of Submission: 04/26/2024

FSA **24S29** –CERTAIN 2017 - 2019 TRANSIT CONNECT VEHICLES – POOR PANORAMIC VISTA ROOF ADHESION

Chronology

On **September 19, 2016**, Ford's Field Review Committee (FRC) approved safety field service action (FSA) # 16S35 for Transit Connect vehicles built between October 4, 2013 and July 14, 2014. Ford recalled these vehicles due to reports of panoramic roof panels separating. At the time of approval of 16S35, the FSA population was established through Ford data analysis.

On **May 1, 2020**, Ford's FRC approved safety FSA # 20S22 for Transit Connect vehicles built between July 17, 2014, and October 1, 2016. Ford recalled these vehicles due to reports of panoramic roof panels separating. At time of approval of 20S22, the FSA population was established based on permanent corrective actions implemented on September 28, 2016 in which a new 3-step cleaning process was implemented by the panoramic roof supplier. At the time that FSA 20S22 was approved, there were no reports of panoramic roof separation for vehicles produced after the PCA was implemented.

On **August 16, 2020**, Ford's Critical Concern Group (CCRG) reviewed three European reports of 2018 – 2019 MY Transit Connect panoramic roofs separating from the vehicle while driving. The CCRG recommended monitoring for additional relevant field reports over the next 12 months as there were no definitive trends amongst separation claims.

Between **August 2022** and **March 2023**, Ford received 5 additional reports of 2017 – 2019 MY Transit Connect panoramic roofs separating from the vehicle while driving.

On **March 3, 2023**, Ford's FRC approved a Harvest Program to analyze a sampling of panoramic roofs produced after the FSA 20S22 clean point to better understand field performance and determine root cause.

In **December 2023**, Ford began to receive harvested roofs returned from dealerships. In **March 2024**, Ford's Material Engineering completed analysis of the harvested roofs and found contaminants present on the roofs' glass surfaces. These contaminants could lead to primer separation from the glass roof panel.

On **April 19, 2024**, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is aware of 14 reports of panoramic roof separation globally in the post-20S22 population of vehicles. Ford is not aware of any reports of accident or injury related to this condition.