

NEF-010

APR 17 2019

CL-10992103-1889

[REDACTED]
Washington, DC
[REDACTED]

NHTSA
1200 New Jersey Ave. SE
Washington, DC 20590

April 9, 2019

Complaint 10992103
Vehicle: 2014 Ford Fiesta
VIN 3FADP4BJ5EM [REDACTED]

To Whom It May Concern:

I am following up on the status of the attached complaint regarding my 2014 Ford Fiesta's latch failure issue. NHTSA and Ford have issued additional recalls on Ford Fiestas that have the latch failure.

Thank you.
[REDACTED]

Enclosures:
Original safercar.gov complaint
Camelback Ford Invoice
2014 Ford Fiesta Recalls from cars.com

CB
4.19.19
UD

72

5/29/2017

File a Vehicle Safety Complaint | Safercar | National Highway Traffic Safety Administration (NHTSA)



Complaint Number: 10992103

Vehicle Identification Number: 3FADP4BJ5EM [REDACTED]

Your Vehicle's Make Model and Model Year: FORD FIESTA 2014

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Body

What happened?

The driver's side rear door would not shut and latch properly after being opened. I had to drive seven miles with the door jerry rigged shut with rope. The door was stationary when it failed to latch closed.

When did this happen? 04/12/2017

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph) 0

About how many miles were on your vehicle at the time of the incident? 43266

First Name: [REDACTED]

Last Name: [REDACTED]

Email [REDACTED]

Address 1: [REDACTED]

Address 2:

City: Phoenix

State : ARIZONA

ZIP Code : [REDACTED]

Phone: [REDACTED] :

Alt. Phone:

INVOICE



1330 E. CAMELBACK ROAD
PHOENIX, AZ 85014
PHONE: (602) 850-9000 FAX: (602) 850-9061
www.camelbackfordlincolnmercury.com

PAGE 1

PHOENIX, AZ

Katy

HOME:

BUS:

CONT:

CELL:

SERVICE ADVISOR: 2720 ERIK R HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRY	14	FORD FIESTA	3FADP4BJ5EM		43266/43266		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 IS							
01JAN14 DD			WAIT 13APR17		0.00	CASH	12APR17

R.O. OPENED		READY		OPTIONS: ENG:1.6_Liter_TivCT			
12:26 12APR17		17:16 12APR17		FORD CUST. CARE 1800 392-3673			
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A MISCELENEOUS-Driver side rear door won't shut, but not a recall
DIAG3 CUSTOMER REQUESTED DIAGNOSIS - DRIVABILITY,
CHECK ENGINE LIGHT, ETC...

1840 MEDINA,NELSON D LIC#: 4774

CF

115.00 115.00

1 AE8Z*5426413*A LOCK ASY - DOOR

156.31 156.31 156.31

34 REPLACED DOOR LATCH

1840 MEDINA,NELSON D LIC#: 4774

CF

33.99 33.99

PARTS: 156.31 LABOR: 148.99 OTHER: 0.00 TOTAL LINE A: 305.30

43266 1.50 VERIFIED CONCERN, DRIVER REAR DOOR WILL NOT LATCH,

REPLACED DOOR LATCH WITH NEW, RETEST, OK AT THIS TIME

B ** CUSTOMER HAS BEEN ADVISED OF MILEAGE INTERVAL MAINTENANCE REQUIRED
FOR THEIR VEHICLE, AND WAS NOT PERFORMED AT THIS VISIT.

CUSTOMER STATES VEHICLE MAINTENANCE IS UP TO DATE

CAUSE: MAINTENANCE

ADV ** CUSTOMER HAS BEEN ADVISED OF MILEAGE
INTERVAL MAINTENANCE REQUIRED FOR THEIR
VEHICLE, AND WAS NOT PERFORMED AT THIS
VISIT.

1840 MEDINA,NELSON D LIC#: 4774

CF

PAID 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C PERFORM QUICK LANE MULTI POINT VISUAL INSPECTION

APR 12 2017

Q99P PERFORM QUICK LANE MULTI POINT VISUAL
INSPECTION

1840 MEDINA,NELSON D LIC#: 4774

CF

Initial: DISC 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

43266 MPI DONE

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

22.35

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

1. Ford/Lincoln Genuine and Motorcraft parts carry an unlimited mileage warranty for 24 months from time of purchase or installation.
2. Rebuilt parts 30 days - parts only - no labor.
3. Used part as is no warranty.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE AND ADDITIONAL CUST. OR WARRANTY WORK PERFORMED, AND/OR RECEIPT OF VEHICLE. CUSTOMER ACCEPTANCE.

X

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE (WARRANTY IF APPLICABLE)

Customer agrees that any controversy or claim by or between Customer and Dealer (including any of its agents and representatives) of any kind or nature whatsoever shall be settled by arbitration in accordance with the rules of the American Arbitration Association. There shall be no class action arbitration or relief. The arbitration award and/or order shall be final and binding on the parties to the arbitration. Unless the arbitrator determines that enforceability of this Arbitration Clause requires otherwise, each party shall bear its own costs and expenses in connection with any arbitration proceeding. Both Customer and Dealer retain the right to exercise self-help remedies and to seek provisional remedies from a court. If any part of this Arbitration Clause is deemed or found to be unenforceable for any reason the rest of the Arbitration Clause remains enforceable.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES/HAZ. WASTE	
TOTAL CHARGES	
DISCOUNTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CAMELBACK FORD-LINCOLN

602-264-1851

1330 E. Camelback Rd • Phoenix, AZ 85014

Date: _____ Service Advisor _____ Year _____ Model _____ Color _____ Tag # _____

Guest Name _____ Email Address _____

Home Address _____ City _____ State _____ Zip _____

Daytime Phone _____ Home/Mobile Phone () _____

LIC # _____ MILEAGE 43266 VIN # 3FADP48J5EM _____

ITEM/CONCERN #1 Driver side rear door will not

ITEM/CONCERN #2 latch. 115

ITEM/CONCERN #3 _____

ITEM/CONCERN #4 _____

ITEM/CONCERN #5 _____

ITEM/CONCERN #6 _____

ITEM/CONCERN #7 wash / SLU #6 / 4:30.

PLEASE TAKE ALL PERSONAL ITEMS FROM VEHICLE

I hereby authorize the above repair/maintenance work to be done along with necessary materials. Camelback Ford-Lincoln and its employees may operate vehicle for the purpose of testing, inspection and delivery at my risk. An express mechanics lien is acknowledged on said vehicle to secure the amount of repairs in case of fire, theft, accident or any other cause beyond reasonable control.

I AUTHORIZE Camelback Ford-Lincoln to wash my vehicle. By signing below, I am releasing Camelback Ford-Lincoln from any liability for damage to my vehicle including but not limited to a cracked windshield.

Guest Authorization ☒ _____ Date 4/12/17

PRELIMINARY ESTIMATE \$ 115 DIAGNOSTIC ESTIMATE \$ _____

GUEST SIGNATURE _____

MINIMUM TREAD DEPTH: 3mm

TIRE TREAD DEPTH

81 81
LEFT FRT RIGHT FRT

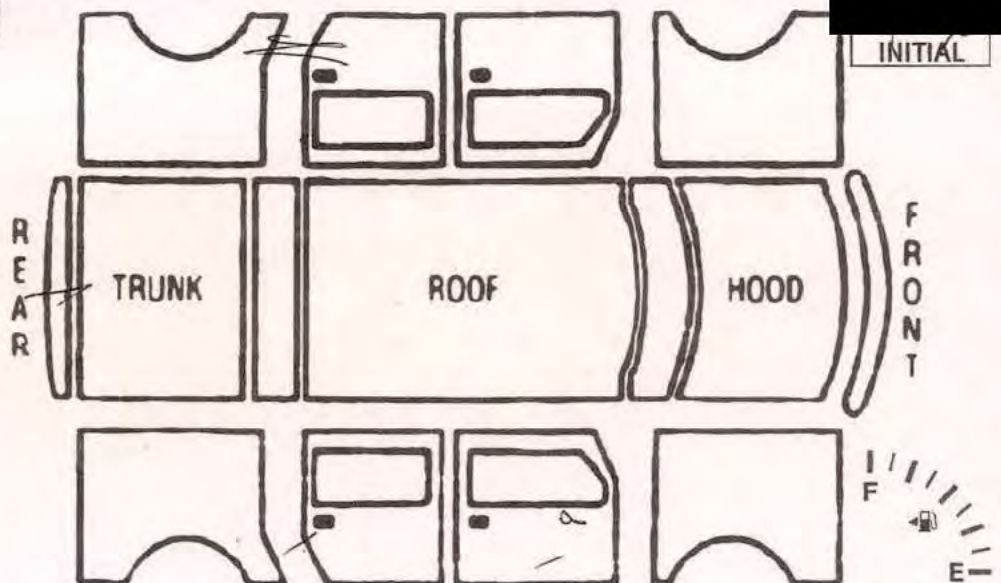
81 81
LEFT REAR RIGHT REAR

TIRE CONDITION: _____

EXTENDED WARRANTY/ INSURANCE INFORMATION

COMPANY _____

POLICY # _____





Research / Ford / Fiesta / 2014

2014 Ford Fiesta Recalls

There are currently 5 recalls for your vehicle. [Change vehicle](#)

Feedback



NHTSA Vehicle Safety Recalls

Recall Number	Recall Date
17V210000	03/27/2017

Component

LATCHES/LOCKS/LINKAGES:DOORS:LATCH

Summary

Ford Motor Company (Ford) is recalling certain 2014 Ford Fiesta, 2013-2014 Ford Fusion and 2013-2014 Lincoln MKZ vehicles. A component within the door latches may break making the doors difficult to latch and/or leading

the driver or a passenger to believe a door is securely closed when, in fact, it is not.

Consequence

A door that is not securely latched could open while the vehicle is in motion, increasing the risk of injury to a vehicle occupant.

What Owners Should Do

Ford will notify owners, and dealers will replace all four door latches, free of charge. The recall began May 1, 2017. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 15S16.

Recall Number	Recall Date
15V246000	04/24/2015

Component

LATCHES/LOCKS/LINKAGES:DOORS:LATCH

Summary

Ford Motor Company (Ford) notified the agency on April 23, 2015, that they are recalling certain model year 2013-2014 Ford Fusion and Lincoln MKZ vehicles manufactured July 1, 2012, to May 31, 2013, and 2012-2014 Fiesta vehicles manufactured February 1, 2012, to May 31, 2013. On April 30, 2015, Ford expanded the recall to cover an additional 119,567 vehicles, including certain model year 2011 Ford Fiestas manufactured from November 11, 2009, to May 31, 2013 and certain model year 2013 Ford Fusion and Lincoln MKZ vehicles manufactured from February 1, 2012, to June 30, 2012. A component within the door latches may break making the doors difficult to latch and/or leading the driver or a passenger to believe a door is securely closed when, in fact, it is not.

Consequence

A door that is not securely latched could open while the vehicle is in motion, increasing the risk of injury to a vehicle occupant.

What Owners Should Do

Ford will notify owners, and dealers will replace all four door latches with an improved part, free of charge. Interim notifications were mailed to owners on June 5, 2015. The recall began on December 18, 2015. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 15S16.



Washington, DC

CAPITAL DISTRICT 200/208

11 APR 2019 PM 6:1



NHTSA
1200 New Jersey Ave. SE
Washington, DC 20590

20590-

