

FOOD RECALL  
20930/NHTSA 20V-331  
DOOR LATCHES - 2014 TRANSIT  
SECOND REPAIR - FIRST NOT DONE PROPERLY - HAD DONE!  
DRIVER - 6177 PASSENGER 5177 IS MY CAR SAFE AS LATCHES?  
7-1-20

ADMINISTRATOR,  
NAT. HWY. SAFETY, TRAFFIC ADMINISTRATION.

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

SIR,

YOU !@#% WE SHOULD KNOW THAT MANY RURAL, AND CITY FOLKS, CANNOT AFFORD TO TRAVEL TO A FORD DEALER, SCHEDULE, AND TAKE HALF DAY TO FIX ENCLOSED PROBLEM. OR MORE TIME!

THIS "DO IT YOURSELF" IS INSUFFICIENT SAFETY PROCEDURES, AND MANY WILL NOT DO IT - LEAVING VEHICLE UNSAFE.

YOU KNOW THAT! I KNOW THAT! FORD KNOWS THAT! REPRESENTATIVES KNOW THAT!

THE SOLUTION IS FOR PEOPLE TO TAKE VEHICLE TO ANY MECHANICAL LOCATION LEGALLY PAYING TAXES, BUSINESS LICENSE, OR OTHER FEES, AND CUSTOMERS REIMBURSED A (SET AMOUNT) WHEN RECEIPTS SUBMITTED TO FORD!

THIS !@#% OF KEES, SEND IN RECEIPT THAT ONE HAS REPAIRS DONE FOR DOOR LATCHES!  
ORIGINAL

WHO KEEPS RECEIPTS FOR CAR REPAIRS OF SUCH INSIGNIFICANCE? (WE ALL KNOW & SEE THIS CHARGE @ FORD, (APPARENTLY NAT. SAFETY ONE.) AS SO!)

WHY WE NEED ONE PARTY SYSTEM, AN A GOV. DESIGNED, PRODUCED, "CITIZEN AUTO" THAT CAN BE OPERATED BY MOST PEOPLE OF LIMITED INTELLIGENCE!

HOW MUCH STOCK IS HELD BY NAT. OR F. EMPLOYEES? YOURSELF? SUBORDINATES? WHEN A CHILD FALLS FROM UNDERMINED VEH. I HOPE GOD HOLDS IT YOUR COMPLICITY!

Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121-1904



OK I GET VIN!  
OK I GET NUMBER AND  
DATE CODES ON LATCHES!  
NOW WHAT??



771148881085

ATCHISON, KS

SUBMIT VIA ELECTRONIC'S  
DO NOT HAVE?? July 2020  
NO FINAL INSTRUCTIONS THAT  
I FIND! FOR "DO IT YOURSELF"  
SOLUTION!

DRIVER 6177 - IS VEH  
PASSENGER 5177 - TRUCK?

WHAT DATE CODE IS SAFE?

\*\*\* IMPORTANT SAFETY RECALL \*\*\* I HAVE TO FIND  
LOAN COMPUTER?

**Safety Recall Notice 20S30 / NHTSA Recall 20V-331**

2014 Transit Connect

Your Vehicle Identification Number (VIN): NM0AS8F74E

TRUST COMPUTER THAT  
ALL IS WELL?  
OR DOES THAT !@#\$\$  
FIRST TIME? YES!

Your vehicle was brought in for repair to replace the door latches under Safety Recall 16S30. A Ford Motor Company investigation has uncovered that some number of latches were not replaced or may not have been replaced correctly. The date codes of your latches need to be inspected to ensure your vehicle received the proper repair. We believe, especially in today's environment, many customers would prefer to do the inspection on their own rather than visiting the dealer. We are offering both a self-inspection option and an option to have your dealer inspect your vehicle, should you prefer it. A dealer inspection will remain available even if you begin the inspection on your own.

1/2 PAY  
ON  
LONGER  
TIME  
DISTANCE  
BE TIREDS!

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?**

Your vehicle was previously repaired under Safety Recall 16S30. During that repair, your vehicle's door latches were to be replaced to help reduce the risk of doors not closing or doors opening while driving.

It is possible that one or more of your door latches was not replaced or may not have been replaced correctly.

**What is the risk?**

If a door latch was not replaced, there is still a risk that the pawl spring tab inside the door latch could break. This condition will typically prevent the door from latching. In certain situations, where the door is able to be closed, the door may unlatch while driving, increasing the risk of injury.

**What needs to be done?**

The door latch date codes in your vehicle need to be inspected to verify that the previous door latch recall repair was completed as intended.

For your convenience and to encourage the continued social distancing requirements by many state and local governments related to COVID-19, Ford is providing you with the option to complete this simple inspection yourself using the attached self-inspection sheet. By utilizing this option, you should not need to take your vehicle to your dealer unless your vehicle is exhibiting door latching concerns (door will not latch or opens while driving).

*what systems?*

**What needs to be done? (continued)**

In the unlikely event that the system cannot confirm the latches on your vehicle based on your input, or if your vehicle is exhibiting door latching concerns, you will need to take your vehicle to your dealership for additional inspection and/or repairs.

If you do not wish to complete this inspection yourself, your dealer will inspect your vehicle for you.

**How long will it take?**

You can complete this simple inspection on your vehicle in 15 minutes or less. *HOW ABOUT MECHANIC? OTHER DEALERS?*

Alternatively, if you take your vehicle to your dealer, the time needed for inspection and any necessary repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?**

If your vehicle is not exhibiting any door latching concerns, decide if you want to inspect your vehicle or have your dealer complete the inspection. If you decide to inspect it on your own, please do so as soon as possible using the attached self-inspection sheet. *DO I GET PAID? NO!*

If your vehicle's door latches are not working properly, or if you want your dealer to inspect your vehicle, please call your dealer without delay and request a service date for Recall 20S30. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Ford has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle if you confirm that, before driving, all doors are securely latched without using excessive effort.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**COVID-19 (CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit [www.Fordowner.com](http://www.Fordowner.com).

*I HAVE TO  
'ACCESS'! DO I GET  
MILEAGE??  
I, RESPONSIBLE FOR  
THEIR*

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to door latching concerns after repairs were claimed under 16S30. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. *NO SEND TO FORD! THEY*

*X* You received this notice because government regulations require that *FORWARD* notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

**RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

**FLEET OWNERS:** If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.fleet.ford.com](http://www.fleet.ford.com). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [www.safercar.gov](http://www.safercar.gov). Reference NHTSA Safety Recall 20V-331.

Thank you for your attention to this important matter.

Ford Customer Service Division

*SO FORD GETS YOUR RECORD! (YOU MUST TRUST) FORD CO. HONOR MANUARE NAT SAFETY KNOW THIS*

*WHO HINES SERVICE MANGER?*

# Vehicle Inspection Guide

## What do you need?

You'll need the following items to help with your inspection:

1. A flashlight
2. A cloth for wiping away dirt from the latch opening
3. Your inspection sheet and a pen or mobile device

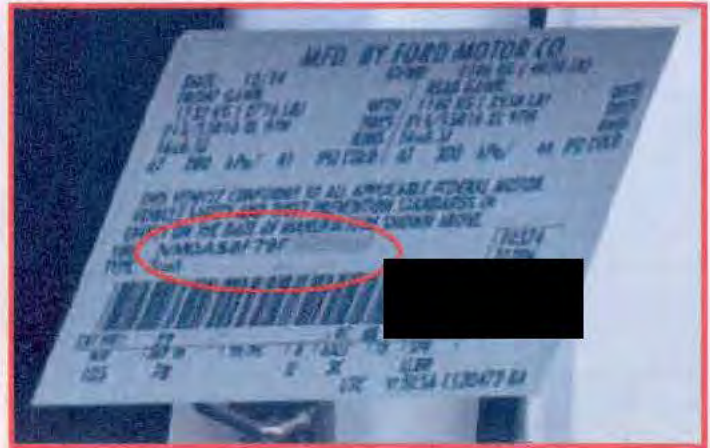
## Check your VIN

Your VIN is located on the rearward portion of the driver door opening.

Compare your vehicle's VIN to the VIN in the website (if using a mobile device with the QR code) or to the VIN printed near the top of your owner letter to be sure they match.

*MATCH VIN TO  
COMPUTER ETC.*

*LEFT 6177*



## Check your sliding door codes

The door latch is located on the rearward part of the door – the door must be open to see it.

The code will be stamped into the plastic and can be 4-7 characters (numbers and/or letters).

If you cannot read the code, be sure it is not obscured by dirt. If you still cannot read the code even after cleaning, be sure to note this in the website when you submit the results of your inspection.



Above: Driver side door is pictured; passenger side door is similar



Example 4-digit code



Example 7-digit code

*RIGHT  
5177*

# Guía de inspección del vehículo

## ¿Qué necesita?

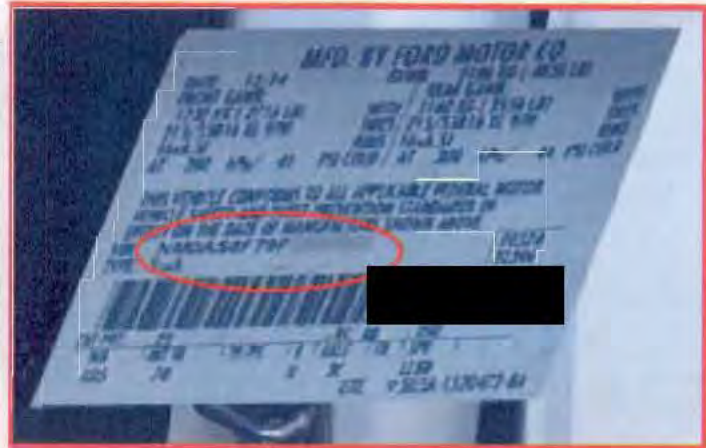
Necesitará los siguientes elementos que le ayudarán con la inspección:

1. Una linterna
2. Un paño para limpiar la suciedad de la zona de abertura de la chapa
3. La hoja de inspección y un bolígrafo o dispositivo móvil

## Revise su VIN

El VIN se encuentra en la parte trasera de la abertura de la puerta del conductor.

Compare el VIN de su vehículo con el VIN del sitio web (si utiliza un dispositivo móvil con código QR) o con el VIN impreso en la parte superior de la carta del propietario, con el fin de asegurarse de que coincidan.



## Revise los códigos de las puertas deslizantes

La chapa de la puerta se ubica en la parte trasera de la puerta; la puerta debe estar abierta para que se pueda ver.

El código está estampado en el plástico y puede tener entre 4 y 7 caracteres (números y/o letras).

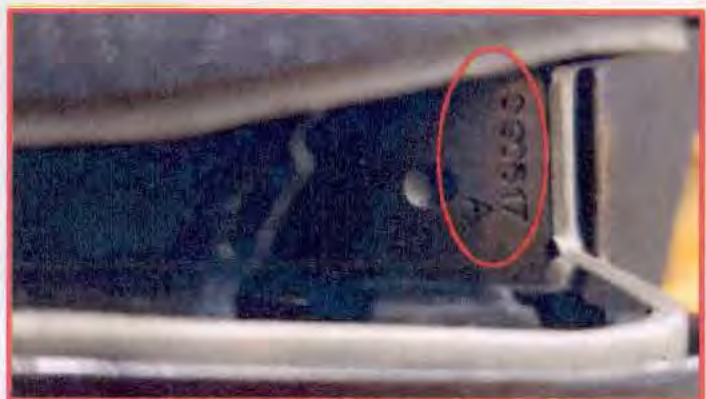
Si no puede leer el código, asegúrese de que no esté oculto por la suciedad. Si continúa sin poder leer el código incluso después de haber limpiado la zona, asegúrese de anotar esto en el sitio web cuando envíe los resultados de su inspección.



Arriba: se muestra la puerta del lado del conductor; la puerta del lado del pasajero es similar



Ejemplo de código de 4 dígitos



Ejemplo de código de 7 dígitos

# Customer Inspection Sheet

**Note before starting:** If you plan to use an internet browser on your personal computer, you can use the graphic in Step 4 to write down your vehicle's information before logging into the web site. If you will be using a mobile device, you can enter your vehicle's information directly into the website as you inspect your vehicle.

**Step 1** **PC USERS:** Using your internet browser, navigate to [www.fordlatchrecall.com](http://www.fordlatchrecall.com).

Or

**MOBILE USERS:** Using your mobile device, scan the QR code to open the customer inspection website. Using this option will enter the vehicle identification number (VIN) of your affected vehicle for you.

Alternatively, you can type the address in your mobile browser.



**Step 2** Watch the brief tutorial video on the website to familiarize yourself with the procedure. You can also refer to the illustrated guide beginning on the next page.

**Step 3** **PC USERS:** Enter the VIN of your affected vehicle in the VIN field of the website. Note that the VIN of your vehicle should match the VIN at the beginning of this letter.

Or

**MOBILE USERS:** If you use the QR code to open the website on your mobile device, confirm that the VIN displayed in the VIN field matches the VIN on the vehicle you are inspecting.

**Step 4** Record the door latch codes from both sliding door latches in the website. Remember – latch codes may be 4 to 7 characters long (numbers and/or letters). Be sure you record all the characters for each latch.



Left (Driver) Sliding Door  
Latch Code

Right (Passenger) Sliding Door  
Latch Code

**Step 5** Double check the information that you entered for each door!

Once you are certain that the information has been entered correctly, click the Submit button.

**Step 6** If the website reports that it is able to confirm the information you entered, you're done! No further action is required – your vehicle will automatically be closed out of this program.

If the website cannot confirm your information, you need to recheck the information you entered and resubmit. If the codes you entered were correct, you need to take your vehicle to your dealer for additional inspection and/or repairs. Refer to your owner letter for more information.

# Hoja de inspección del cliente

**Nota ante de comenzar:** Si va a utilizar el navegador de Internet de su computadora personal, puede utilizar los gráficos en el Paso 4 para escribir la información del vehículo antes de iniciar sesión en el sitio web. Si utilizará un dispositivo móvil, puede introducir la información del vehículo directamente en el sitio web, en la medida que inspeccione el vehículo.

**Paso 1** **USUARIOS DE PC:** Si utiliza su navegador de Internet, vaya a [www.fordlatchrecall.com](http://www.fordlatchrecall.com).

○

**USUARIOS MÓVILES:** Si utiliza su dispositivo móvil, escanee el código QR para abrir el sitio web de la inspección del cliente. Al utilizar esta opción, se introducirá automáticamente el número de identificación del vehículo (VIN) del vehículo afectado.

Alternativamente, puede escribir la dirección en su navegador móvil.



**Paso 2** Vea el breve video del tutorial en el sitio web para familiarizarse con el procedimiento. También puede consultar la guía ilustrada que comienza en la página siguiente.

**Paso 3** **USUARIOS DE PC:** Introduzca el VIN del vehículo afectado en el campo VIN del sitio web. Tenga presente que el VIN de su vehículo debe coincidir con el VIN que aparece al comienzo de esta carta.

○

**USUARIOS MÓVILES:** Si utiliza el código QR para abrir el sitio web en su dispositivo móvil, confirme que el VIN que aparece en el campo VIN coincida con el VIN en el vehículo que está inspeccionando.

**Paso 4** Registre en el sitio web los códigos de las chapas de las puertas deslizantes. Recuerde: los códigos de las chapas deben ser de 4 a 7 caracteres (números y/o letras). Asegúrese de registrar todos los caracteres de cada chapa.



Código de la chapa de la puerta  
deslizante izquierda (conductor)

Código de la chapa de la puerta  
deslizante derecha (pasajero)

**Paso 5** ¡Revise nuevamente la información ingresada para cada puerta!

Cuando esté seguro de haber introducido correctamente la información, haga clic en el botón Enviar.

**Paso 6** Si el sitio web informa que es posible confirmar la información ingresada, ¡ha finalizado! No es necesario realizar ninguna otra acción; el vehículo automáticamente dará por finalizado este programa.

Si el sitio web no puede confirmar su información, deberá volver a revisar la información ingresada y enviar nuevamente. Si los códigos ingresados eran correctos, debe llevar el vehículo a su distribuidor para una inspección y/o reparación adicional. Para obtener más información, consulte la carta del propietario.

Atkinson



ADMINISTRATION  
NAT. HWY. TRAFFIC  
SAFETY DEPT  
1200 NEW JERSEY AVE.  
S.E. WASHINGTON, D.C.  
205790

