



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



September 12, 2022

[REDACTED]
Sedona, AZ [REDACTED]

NEF-109 tgd
Ref. No. 11478948

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2012 Ford Fiesta vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We are aware of several Ford voluntary customer satisfaction campaigns, extended warranty programs and technical service bulletins to address transmission performance problems in MY 2011 through MY 2014 Ford Fiesta vehicles.

Please note that the issuance of customer satisfaction campaigns, extended warranty programs and technical service bulletins by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. NHTSA continuously monitors manufacturers' voluntary actions to identify any such campaigns and programs that may involve safety issues for which a recall is necessary. However, NHTSA does not otherwise regulate a manufacturer's campaigns and programs. Thus, the manufacturer remains responsible for all aspects of customer satisfaction campaigns, extended warranty programs and technical service bulletins including the nature and scope of the repair, owner notifications, and the vehicle make, model and years at issue.

We re-examined Ford's voluntary actions and reviewed our database to identify whether a safety defect trend exists with the transmissions in MY 2012 Ford Fiesta vehicles. At this time, NHTSA still has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. However, we entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

While researching your problem, we found that NHTSA Safety Recall Campaign No. 20V-331 is incomplete on your vehicle (enclosed). This recall addresses a problem with certain MY 2011 through MY 2014 Fiesta 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. The affected vehicles may have been repaired under previous recalls for this problem; however, the repair may not have been completed properly. We recommend that you have Recall 20V-331 completed on your vehicle as soon as possible.

We also encourage you to continue to work with Ford and your dealer to explore the potential for an amicable resolution regarding the transmission problem. You may ask your dealership for a meeting with a Ford representative to discuss your problem. You may also consider contacting your local Consumer Protection Agency or the Arizona Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are three ways you may contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

Finally, you may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

Search for Open Recalls by VIN

Enter VIN:

3FADP4EJ0CM [REDACTED]

Search

The results will show up below. (To search by another VIN simply replace the previous VIN entered above and select Search. To avoid the reCAPTCHA challenge, do NOT use the new VIN option at the bottom of the results.)

Recalls Results by VIN - Vehicle Identification Number

[Print](#) **VIN:** 3FADP4EJ0CM [REDACTED]**Year:** 2012 **Make:** FORD **Model:** Fiesta**Number of Open Recalls:** 1**NHTSA Recall Number:** [20V331](#)**Recall Date:** June 8, 2020**Manufacturer Recall Number:** 20S30**SUMMARY:**

YOUR VEHICLE WAS PREVIOUSLY REPAIRED UNDER SAFETY RECALL 15S16 OR 16S30. DURING THAT REPAIR, YOUR VEHICLES 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.

SAFETY 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

REMEDY:

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. 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

RECALL STATUS: **Recall INCOMPLETE**

MANUFACTURER NOTES:

TO CHECK FOR NON-SAFETY-RELATED PROGRAMS APPLICABLE TO YOUR VEHICLE, SEE [HTTP://WWW.FORD.COM/](http://www.ford.com/) OR CALL YOUR FORD DEALER.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an [online complaint with NHTSA](#).

THIS RECALL DATA LAST REFRESHED: Sep 9, 2022

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A

Last Updated: March 2021. Version 1.2