

Date: 03/10/2023

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

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

From: [REDACTED]  
Address: [REDACTED]  
City: South Gate CA, [REDACTED]

Re: Complaints about Ford suppliers In California. (see copies attached)

Greetings, respectful Mr. Ford representative, as an American citizen who always considers buying American cars to help the country's economy grow, today I take the liberty of presenting this complaint regarding my Ford C-max Hybrid (VIN) car: 1FADP5AU0E [REDACTED] because all Ford suppliers in my area of residence are opposed to repairing the construction defects of my vehicle, alleging that I must pay for said repairs, since they have not received any TECHNICAL SERVICE BULLETIN from the manufacturer directly from Ford.

My vehicle has several manufacturing faults:

- 1.-) Update the PCM software and replace the canister purge valve. information technical bulletin TSB 14-0193 to update the vehicles years affected 2013-2017 C-MAX HYBRID /FUSION/MKZ/ENERGI, this vehicle may exhibit an illuminated malfunction indicator lamp (MIL) with diagnostic trouble codes (DTCs) P0456.
- 2.- ) Transmission failures when changing gears, I still do not have the report number of that failure bulletin.
- 3.- ) Information failures from the computer about the engine oil change indicates that the oil change was not made. (update the DTCs )
- 4.- ) failures in the rear door locks, one of my children opened the door when he took it to school. (Safety Recall Notice 20s30 / NHTSA Recall 20V-331).

I hope that my complaint is attended to and I hope to receive a prompt response to my case, since I will soon have to pay for my annual license plates, I do not care how long it takes to repair the manufacturer's faults.

Thank you for your attention.

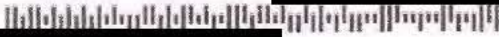




Ford Motor Company  
 Ford Customer Service Division  
 P. O. Box 1904  
 Dearborn, Michigan 48121-1904



771608821480



SOUTH GATE, CA

July 2022

\*\*\* IMPORTANT SAFETY RECALL \*\*\*

**Safety Recall Notice 22S43 / NHTSA Recall 22V413**

2014 C-MAX Hybrid

Your Vehicle Identification Number (VIN): 1FADP5AU0E

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect that relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

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?**

On your vehicle, it may be possible the transmission shifter cable bushing is damaged or missing.

**What is the risk?**

A damaged or missing bushing could prevent the shifter from moving the transmission into the intended gear position and cause the vehicle to move in an unexpected direction. The transmission may not be in the park position, even though the shifter position indicates that the vehicle was shifted to park. Exiting a vehicle without the transmission in the park position and without application of the parking brake may allow the vehicle to roll, increasing the risk of injury or crash.

**What will Ford and your dealer do?**

Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor). Parts are anticipated to be available 4<sup>th</sup> QTR 2022.

**What should you do?**

When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair.

Ford has not issued instructions to stop driving your vehicle under this safety recall. When parts are available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. Until the vehicle is repaired, when shifting the vehicle into park, check the instrument cluster to see if it indicates the vehicle is in park position, and always apply the parking brake before the shifter is shifted into park.

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

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

**\*\*\* IMPORTANT SAFETY RECALL \*\*\***

**Safety Recall Notice 22S43 / NHTSA Recall 22V413**

2014 C-MAX Hybrid

Your Vehicle Identification Number (VIN): 1FADP5AU0 [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect that relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

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?** On your vehicle, it may be possible the transmission shifter cable bushing is damaged or missing.
- What is the risk?** A damaged or missing bushing could prevent the shifter from moving the transmission into the intended gear position and cause the vehicle to move in an unexpected direction. The transmission may not be in the park position, even though the shifter position indicates that the vehicle was shifted to park. Exiting a vehicle without the transmission in the park position and without application of the parking brake may allow the vehicle to roll, increasing the risk of injury or crash.
- What will Ford and your dealer do?** Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor). Parts are anticipated to be available 4<sup>th</sup> QTR 2022.
- What should you do?** When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair. Ford has not issued instructions to stop driving your vehicle under this safety recall. When parts are available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. Until the vehicle is repaired, when shifting the vehicle into park, check the instrument cluster to see if it indicates the vehicle is in park position, and always apply the parking brake before the shifter is shifted into park. If you do not already have a servicing dealer, you can access [ford.com/support](http://ford.com/support) for dealer addresses, maps, and driving instructions. 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 [nhtsa.gov](http://nhtsa.gov). Reference NHTSA Safety Recall 22V413. **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 parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.


Thank you for your attention to this important matter.

Ford Customer Service Division

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[https://forums/tsb\\_recall/tsbs/](https://forums/tsb_recall/tsbs/) >  
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**Technical Service Bulletins (TSBs)**

**FORD Technical Service Bulletins**

Check for technical service bulletins (TSBs) on your vehicle by make, model, and year.

Make

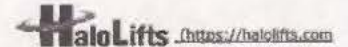
FORD

Model

C-MAX

Year

2014



**Frequently Asked Questions - FAQ**

**What is a Technical Service Bulletin?**

A Technical Service Bulletin (TSB) is a document that identifies an unanticipated vehicle or part issue and provides a solution. There can be more than one TSB for the same issue if different technicians or engineers have figured out different solutions. A TSB may be provided to dealerships, sent to auto repair shops, or sent out to vehicle owners, depending on the range and scope of the problem.

[\(https://www.ford-trucks.com/\)](https://www.ford-trucks.com/)



[Ford Truck Enthusiasts Forums \(https://www.ford-trucks.com/forums/index.php\)](https://www.ford-trucks.com/forums/index.php)  
↳ **FORD Technical Service Bulletins (TSBs)**

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**TECHNICAL SERVICE BULLETIN**  
**Hybrid/Energi - Illuminated MIL With DTCs P1450, P0456, P0457, P04EE And/Or P04EF**

**19-2207**  
 27 June 2019

This bulletin supersedes 14-0193. Reason for update: Replace Awareness/Interim Message

**Model:**

<b>Ford</b> 2013-2017 C-MAX Hybrid
2013-2017 Fusion
<b>Lincoln</b> 2013-2017 MKZ

**Summary**

This article supersedes TSB 14-0193 to update the vehicle model years affected.

**Issue:** Some 2013-2017 C-Max/Fusion/MKZ Hybrid/Energi vehicles may exhibit an illuminated malfunction indicator lamp (MIL) with diagnostic trouble codes (DTCs) P1450, P0456, P0457, P04EE and/or P04EF. This may be due to the sealing capability of the canister purge valve. To correct the condition, follow the Service Procedure steps to update the PCM software and replace the canister purge valve.

**Action:** Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- One of the following vehicles:
  - 2013-2017 C-Max
  - 2013-2017 Fusion Hybrid/Energi
  - 2013-2017 MKZ Hybrid/Energi
- Illuminated MIL with DTCs P1450, P0456, P0457, P04EE and/or P04EF

**Parts**

Part Number	Description	Quantity
AU5Z-9C915-D	Evaporative Emission Canister Purge Valve	1

**Warranty Status:** Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**Labor Times**

Description	Operation No.	Time
2013-2017 Fusion Hybrid/Energi And MKZ Hybrid: Retrieve DTCs, Reprogram The Appropriate Modules As Required By The Software Update Includes Time To Replace The Canister Purge Valve And Clear Codes (Do Not Use With Any Other Labor Operations)	192207A	0.8 Hrs.
	192207B	0.9 Hrs.

2013-2017 C-MAX Hybrid: Retrieve DTCs, Reprogram The Appropriate Modules As Required By The Software Update Includes Time To Replace The Canister Purge Valve And Clear Codes (Do Not Use With Any Other Labor Operations)		
2013-2017 C-MAX Energi: Retrieve DTCs, Reprogram The Appropriate Modules As Required By The Software Update Includes Time To Replace The Canister Purge Valve And Clear Codes (Do Not Use With Any Other Labor Operations)	192207C	1.1 Hrs.

**Repair/Claim Coding**

Causal Part:	RECALEM
Condition Code:	01

**Service Procedure**

1. Reprogram the PCM using the latest software level of the appropriate Ford diagnostic scan tool.
2. Replace the evaporative emission canister purge valve. Refer to Workshop Manual (WSM), Section 303-13.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

# Fix Finder™ Report

Powered by Innova

## 2014 FORD C-MAX

Report # [REDACTED]

Store # 5448 November 10, 2022, 3:01 PM

VIN  
1FADP5AU0EL\*\*\*\*\*

Odometer  
88956 mi



Power Train System



Anti-Lock Brake System



Service Interval Light

### MOST LIKELY SOLUTION

#### Power Train System

Replace Evaporative Emissions (EVAP) Purge Solenoid

Suggested Parts: 1

#### Canister Purge Valve

##### How It Works



Regulates the flow of stored fuel vapors from the charcoal canister to the intake manifold. It also prevents fuel vapors from the fuel tank and carburetor fuel bowl from escaping into the atmosphere.

##### When It Doesn't Work

A failed purge valve can allow the engine to draw in raw fuel resulting in a very rich fuel mixture, black smoke from the exhaust, and increased fuel consumption.

### DIAGNOSTIC TROUBLE CODES



Power Train System

P0456

(EVAP) system leak detected (very small leak .02-inch)

Evaporative Emission System Leak Detected (very small leak)

### NEXT SCHEDULED MAINTENANCE

#### At 90,000 mi

- Change Engine Oil and Filter
- Inspect CV Joints & Boots
- Change Engine Coolant
- Replace Engine Air Filter
- Inspect Air Filter
- Inspect Clutch Hydraulic System
- Inspect Cooling System, Hoses & Clamps
- Inspect For Fluid Leaks
- Inspect All Fluids and Correct Level
- Inspect Drive/Accessory Belts & Tension
- Inspect Horn, Lights, A/C & Heater For Proper Operation
- Inspect Wiper & Washer System
- Replace Spark Plugs
- Lubricate Ball Joints, Steering Linkage & U-Joints
- Inspect Cabin Air Filter
- Inspect Battery Performance
- Inspect Engine & Motor/Electronics Cooling System & Hoses
- Inspect Brake System, Friction Material & Hydraulic System
- Replace Cabin Filter
- Inspect Exhaust System
- Inspect Clutch Pedal Freeplay
- Rotate Tires, Inspect Tire Wear, & Adjust Tire Pressure
- Inspect Steering & Suspension Components
- Inspect Wheels For End Play & Noise

The information provided within this AutoZone Fix Finder™ Report is intended to supplement, not replace, regular automotive maintenance programs or advice by a qualified automotive technician. Neither AutoZone nor any of its subsidiaries or affiliates assume any liability for the completeness or correctness of either the report or its content. Always seek the advice of your personal mechanic, dealership, or an ASE Certified automotive technician prior to attempting any repairs to your vehicle. The Check Engine Light may not immediately turn off after repair. To erase the Check Engine Light, simply use the erase feature on a capable scan tool or perform a repair verification drive cycle (refer to your vehicle's repair manual) after completion of the needed repairs. AutoZone retains the right to use the information contained in this AutoZone Fix Finder™ Report for its and its subsidiaries' and affiliates' business purposes. **DISCLAIMER FOR CA STORES ONLY:** This is a free service offered by AutoZone to our customers and there are no fees or charges associated with this service. As indicated in this report, during this service, the above listed diagnostic trouble codes (DTCs) were retrieved. Based on the error codes retrieved, a "most likely solution" is indicated. Additionally, "Suggested Parts" are listed that may address any DTCs indicated. The customer is under no obligation to purchase any "suggested parts" from AutoZone, and in the event that the vehicle DTCs indicate a repair/service is recommended, AutoZone does not agree to perform this repair/service.



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



**ELECTRONIC SERVICE REQUESTED**

771576428581

PH-2-S/103411/232091/10342



June 2022

[REDACTED]  
SOUTH GATE, CA [REDACTED]

**\*\*\* IMPORTANT SAFETY RECALL \*\*\***

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

1FADP5AU0E [REDACTED]

Your 2014 C-MAX Hybrid was brought in for repair to replace the door latches under Safety Recall 15S16 or 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.

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 15S16 or 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 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.

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.

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.

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 [ford.com/support](http://ford.com/support) 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 [ford.com/support](http://ford.com/support).

**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 15S16 or 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.

You received this notice because government regulations require that 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: [ford.com/support](http://ford.com/support).

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 **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [fleet.ford.com](http://fleet.ford.com).

Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM - 5:00PM (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 [nhtsa.gov](http://nhtsa.gov). Reference NHTSA Safety Recall 20V-331.

Thank you for your attention to this important matter.

Ford Customer Service Division

# 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, if needed
3. Your inspection sheet and a pen or mobile device

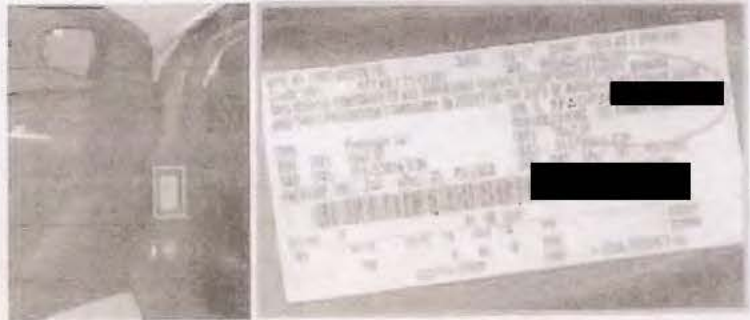


## Check your VIN

Your VIN is located in one of the following locations:

- (1) the forward portion of the driver front door opening (shown to the right)
- (2) the rearward portion of the driver front 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.



## Check your front door codes

The door latch is located on the rearward part of the front 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.



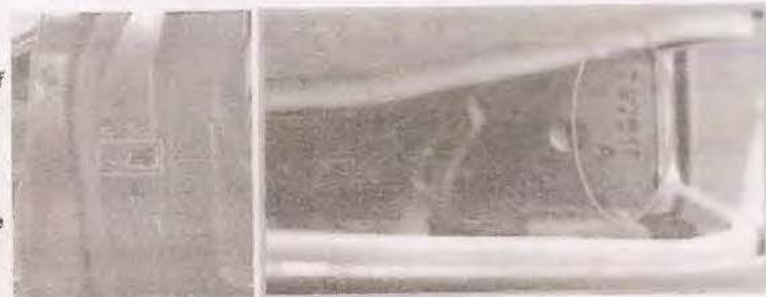
Above: Driver side door is pictured; passenger side door is similar

## Check your rear door codes

The door latch is located on the rearward part of the rear 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

## Check your child locks

The child lock is located in the inner, rearward edge of the rear door, just above the latch opening. The door must be open to see it.

If you can see a slotted white circle, your child lock is present.

If you cannot see a slotted white circle in this opening, 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

# 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 [fordlatchrecall.com](http://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 all four 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. For the rear doors, you also need to document whether or not the child locks are present.

\_\_\_\_\_  
Left (Driver) Front Latch Code

10417B

\_\_\_\_\_  
Left (Driver) Rear Latch Code

Child Lock Present?  Yes  
 No



\_\_\_\_\_  
Right (Passenger) Front Latch Code

180517

\_\_\_\_\_  
Right (Passenger) Rear Latch Code

Child Lock Present?  Yes  
 No

**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.