

From: [Hotline, NHTSA \[Non-Employee\]](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11571215
Date: Wednesday, February 21, 2024 1:45:01 PM

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

From: [REDACTED] >
Sent: Friday, February 16, 2024 5:48 PM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] -

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

2011 ford focus door latches inoperable.

NHTSA report # 11571215

I'm just inquiring if these door latches will be recalled. I have reported that these are a problem. The 2012 models are recalled, but 2011 has the same problem and Ford wont fix.

The door would not latch closed on the driver side. The three other doors do not open.
Thank you for your help.

[REDACTED]

Thank you

Ann-Marie Ambrose
Quality Analyst
ASRC Federal Holding Company
aambrose@asrcfederal.com
7000 Muirkirk Meadows Drive, Beltsville, MD 20705

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.