



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 14-028
Date Opened: 09/11/2014
Investigator: Emily Reichard
Approver: Frank Borris
Subject: Door Latch Failure

Date Closed: 03/18/2015
Reviewer: Scott Yon

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company
Products: 2011-2013 Ford Fiesta
Population: 202,475

Problem Description: The door(s) may fail to latch and/or inadvertently open.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	207	451	629**
Crashes/Fires:	0	0	0
Injury Incidents:	2	0	0
Number of Injuries:	2	0	0
Fatality Incidents:	0	0	0
Other*:	0	1,079	1,079

*Description of Other: Warranty claims related to door latch problems on the subject vehicles

** Total eliminates duplicates received by ODI and manufacturer.

ACTION / SUMMARY INFORMATION

Action: This Preliminary Evaluation has been upgraded to an Engineering Analysis (EA15-002).

Summary:

On September 11, 2014 the Office of Defects Investigation (ODI) opened a Preliminary Evaluation (PE14-028) to investigate claims of doors failing to latch and/or inadvertently opening on model year (MY) 2011-2013 Ford Fiesta vehicles. ODI has received 207 unique reports related to the alleged problem, with sixty-five claiming that the door(s) opened inadvertently while the vehicle was in motion. Two injuries were reported, both caused by a rebounding door striking a consumer after they attempted to close it.

In response to ODI's Information Request (IR), Ford Motor Company (Ford) responded with 451 unique reports related to the alleged defect. One claim involved an incident in which property damage incurred after a door opened while driving at low speed and struck another vehicle. Ford also submitted 1,079 warranty claims related to door latch failures. Additionally Ford informed ODI in its IR response that MY 2013 Ford Fusion and Lincoln MKZ vehicles utilize the same door latch as the MY 2011-13 Fiesta.

In it's response, Ford stated that it does not believe that a latched door experiencing this condition will inadvertently unlatch and that there are many overt warning associated with a door that does not latch. ODI noted that the rate of occurrence for this failure is comparable to other door latch failure investigations and questions the effectiveness of warning signals given the number of complainants alleging that the door(s) opened while the vehicle was in motion. Therefore, ODI is upgrading this investigation to an Engineering Analysis (EA15-002) in order to further investigate the scope, frequency and consequence of this failure.

ODI reports cited above can be reviewed at www-odi.nhtsa.gov/complaints under the identification (ODI) numbers

listed in the attached document.

Fiesta VOQ #s

10536861, 10537055, 10543789, 10566071, 10586887, 10596669, 10598970, 10599185, 10604968, 10606487, 10607751, 10607866, 10609435, 10609742, 10611055, 10615659, 10615717, 10615838, 10615948, 10616687, 10616698, 10616936, 10616960, 10616992, 10617608, 10617791, 10618113, 10618532, 10621161, 10621427, 10621667, 10621849, 10621876, 10622180, 10625874, 10626592, 10627256, 10627776, 10627871, 10627895, 10628206, 10628252, 10628735, 10629239, 10629527, 10629543, 10629585, 10629690, 10629694, 10629830, 10629945, 10630499, 10630506, 10631051, 10631202, 10631246, 10631342, 10631359, 10631555, 10631635, 10632246, 10632431, 10632530, 10632921, 10633038, 10633052, 10633376, 10633393, 10633411, 10633428, 10633489, 10633718, 10636960, 10636984, 10637068, 10637120, 10637604, 10637647, 10637676, 10637882, 10638189, 10638230, 10638622, 10638741, 10638784, 10638815, 10639063, 10639151, 10639378, 10639422, 10639455, 10639678, 10639755, 10640014, 10640030, 10640323, 10640364, 10640516, 10640532, 10640821, 10640932, 10640977, 10641340, 10641498, 10641580, 10641695, 10643143, 10643168, 10643654, 10643777, 10643927, 10643974, 10644012, 10644395, 10644609, 10644639, 10644815, 10645080, 10648292, 10648515, 10648613, 10648701, 10648719, 10648770, 10648882, 10649790, 10649922, 10649931, 10650010, 10650069, 10650407, 10650448, 10650617, 10650725, 10651253, 10651256, 10651548, 10651807, 10651899, 10651988, 10652128, 10652309, 10652341, 10653200, 10653462, 10653552, 10653608, 10653622, 10654229, 10654244, 10654442, 10654598, 10654798, 10659144, 10659630, 10659475, 10659042, 10660168, 10660698, 10660387, 10660355, 10660135, 10661617, 10662074, 10660884, 10661287, 10661296, 10661290, 10661154, 10661213, 10662275, 10662576, 10662536, 10662304, 10676971, 10677121, 10676423, 10676531, 10673011, 10673079, 10676596, 10678605, 10679490, 10680432, 10681349, 10682306, 10682382, 10683375, 10668132, 10669633, 10671118, 10671693, 10671137, 10671382, 10672871, 10671444, 10671993, 10670767, 10663746, 10664088, 10663269, 10663081, 10668088, 10667578, 10668098, 10670540, 10670335