



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: EA 15-002
Prompted by: PE14-028, Consumer Complaints
Date Opened: 02/27/2015
Investigator: Emily Reichard **Reviewer:** Scott Yon
Approver: Frank Borris
Subject: Door Latch Failure

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company
Products: MY2011-13 Fiesta, MY2013 Fusion, Lincoln MKZ
Population: 485,983 (Estimated)
Problem Description: The door(s) may fail to latch and/or inadvertently open.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	218	451	640**
Crashes/Fires:	0	0	0
Injury Incidents:	2	0	2
Number of Injuries:	2	0	2
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: An Engineering Analysis has been opened.

Summary:

On September 11, 2014 the Office of Defects Investigation (ODI) opened 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) letter, Ford Motor Company (Ford) responded with 451 unique reports related to the alleged problem. 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. ODI has received 11 reports on these vehicles, with 4 allegations of inadvertent opening.

In its response, Ford stated that it does not believe that a latched door experiencing this condition will inadvertently unlatch and that there are many overt warnings 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 further assess the scope, frequency and consequence of this failure.

ODI reports cited above can be reviewed at www-odi.nhtsa.dot.gov/owners/SarchNHTSAID under the identification

(ODI) numbers found in the attached list.

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

Fusion, MKZ VOQ #s

10607429, 10608383, 10622549, 10626168, 10638028, 10638816, 10644509, 10644669, 10648975, 10649765, 10654642