



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

# ODI RESUME

**Investigation:** PE 16-001  
**Date Opened:** 01/16/2016  
**Investigator:** Evan Frings  
**Approver:** Michael Brown  
**Subject:** Door Latch Failure

**Date Closed:** 10/29/2016  
**Reviewer:** Michael Lee

## MANUFACTURER & PRODUCT INFORMATION

**Manufacturer:** Ford Motor Company  
**Products:** 2012-2013 Ford Focus  
**Population:** 551,292

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

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
<b>Complaints:</b>	464	500	882**
<b>Crashes/Fires:</b>	0	0	0
<b>Injury Incidents:</b>	1	0	1
<b>Number of Injuries:</b>	1	0	1
<b>Fatality Incidents:</b>	0	0	0
<b>Other*:</b>	0	1,513	1,513

\*Description of Other: Related Ford Warranty Claims for 2012-2013 Focus.

\*\* Total eliminates duplicates received by ODI and manufacturer.

## ACTION / SUMMARY INFORMATION

**Action:** Close this Preliminary Evaluation (NHTSA recall 16V-643).

### Summary:

In January, the Office of Defects Investigation (ODI) opened this Preliminary Evaluation based on consumers' allegations of doors failing to latch and/or inadvertently opening on model year (MY) 2012-2013 Ford Focus vehicles (subject vehicles). ODI has received 464 unique reports related to the alleged problem, with over 200 claiming that the door(s) opened inadvertently while the vehicle was in motion. One consumer alleged an injury that occurred while driving when a door inadvertently opened and then closed on a child's arm. Another alleged that a door that inadvertently opened struck a parked vehicle.

In response to ODI's information request, Ford Motor Company (Ford) provided 500 unique reports related to the alleged problem on the subject vehicles. Ford reported no injury or accident claims. Ford also submitted 1,513 warranty claims related to door latch failures. Many customers indicated that the affected door could not be latched at all and some of them decided to restrain the door by other means in order to operate the vehicle. Some customers also reported door latch failures occurring on multiple doors and at different times. Additionally, Ford stated that MY 2014-2015 Ford Focus, 2013-2015 Ford Escape, 2013-2015 Ford C-Max, 2014-2016 Ford Transit Connect, 2015 Ford Mustang, and 2015 Lincoln MKC, all use the same door latch as the 2012-2013 Ford Focus.

On September 6, 2016, Ford notified ODI that it would conduct a safety recall (16V-643) to remedy the door latches in the MY 2012-2015 Ford Focus and other Ford models mentioned above (total of approximately 2 million vehicles). According to Ford, a component within the door latch may break preventing the door from latching. Ford dealers will replace all four door latches in the recalled vehicles with a new more robust latch design that is currently in production.

The recall action initiated by the manufacturer appears to address the safety risks. Accordingly, this investigation is closed.

The ODI reports cited above can be reviewed at [www-odi.nhtsa.dot.gov/owners/SearchNHTSAID](http://www-odi.nhtsa.dot.gov/owners/SearchNHTSAID) under the identification (ODI) numbers found in the attached list.

10620640, 10621384, 10621386, 10628099, 10629964, 10712999, 10721861, 10723813, 10726024, 10733739, 10734282, 10734886, 10734889, 10735258, 10745480, 10745771, 10747564, 10748625, 10758787, 10759093, 10759100, 10759141, 10759242, 10759398, 10760370, 10760899, 10761093, 10762637, 10762709, 10762958, 10763339, 10763528, 10763727, 10763900, 10765089, 10765319, 10766355, 10766696, 10776484, 10776613, 10778881, 10779095, 10779734, 10780150, 10780996, 10781069, 10781519, 10782586, 10782996, 10783215, 10783227, 10783413, 10784961, 10785693, 10785732, 10786601, 10787871, 10788509, 10789078, 10789811, 10790078, 10790360, 10790724, 10794361, 10794726, 10807578, 10809371, 10810607, 10810611, 10816367, 10816587, 10816923, 10818622, 10821241, 10821294, 10821306, 10821310, 10821418, 10821674, 10821676, 10821689, 10821860, 10821917, 10821944, 10822024, 10822270, 10822340, 10822658, 10822722, 10823112, 10823396, 10824306, 10825106, 10825348, 10826098, 10826156, 10837444, 10837894, 10837992, 10839110, 10839277, 10839328, 10839377, 10845843, 10849545, 10846366, 10850039, 10850214, 10850791, 10850850, 10851320, 10851910, 10852035, 10852220, 10853171, 10853445, 10854401, 10854545, 10854581, 10854804, 10854907, 10854964, 10855465, 10855512, 10859902, 10861439, 10861517, 10861857, 10862368, 10862626, 10862925, 10863627, 10863687, 10864126, 10864323, 10864618, 10864678, 10864681, 10864810, 10864944, 10865152, 10865484, 10865719, 10870366, 10870399, 10870661, 10870771, 10870905, 10870920, 10871327, 10871360, 10871522, 10871537, 10871539, 10871865, 10872143, 10872253, 10872350, 10872394, 10872421, 10872504, 10872525, 10872611, 10872716, 10872721, 10872730, 10872818, 10872852, 10872857, 10873097, 10873259, 10873274, 10873457, 10873592, 10873621, 10873782, 10873881, 10873883, 10873887, 10873909, 10874420, 10874491, 10874711, 10874716, 10874911, 10874948, 10875006, 10875047, 10875145, 10875155, 10875203, 10875209, 10875251, 10875318, 10875408, 10875446, 10875485, 10875497, 10875602, 10875670, 10875700, 10875758, 10875771, 10876067, 10876499, 10876519, 10876540, 10876732, 10876755, 10876767, 10876830, 10876838, 10876947, 10876953, 10876975, 10877028, 10877140, 10877145, 10881477, 10881581, 10881644, 10881766, 10882229, 10882303, 10882436, 10882644, 10882733, 10882735, 10882752, 10883028, 10883053, 10883058, 10883082, 10883085, 10883154, 10883155, 10883215, 10883220, 10883291, 10883343, 10883394, 10883459, 10883558, 10883562, 10883570, 10883644, 10883667, 10883700, 10883710, 10883733, 10883790, 10883832, 10883844, 10883870, 10884016, 10884063, 10884085, 10884195, 10884383, 10884401, 10884483, 10884595, 10884728, 10884863, 10884882, 10884907, 10884932, 10885054, 10885060, 10885233, 10885313, 10885360, 10885467, 10885506, 10885510, 10885520, 10885528, 10885620, 10885675, 10885719, 10885761, 10885765, 10885851, 10886003, 10886089, 10886096, 10886152, 10886212, 10886266, 10886269, 10887424, 10887614, 10887736, 10887793, 10887964, 10888203, 10888242, 10888332, 10888463, 10888476, 10888545, 10888603, 10888732, 10888859, 10888867, 10888994, 10888995, 10889082, 10889167, 10889292, 10889327, 10891478, 10891506, 10891532, 10891571, 10891675, 10891797, 10891867, 10891940, 10891964, 10892002, 10892016, 10892110, 10892162, 10892251, 10892282, 10892285, 10892289, 10892655, 10892808, 10892903, 10892907, 10893023, 10893046, 10893049, 10893095, 10893489, 10893239, 10893305, 10893451, 10893612, 10893637, 10893646, 10893789, 10893833, 10893901, 10894047, 10894066, 10894241, 10894256, 10894345, 10894364, 10894499, 10894635, 10894640, 10894738, 10894920, 10895040, 10895056, 10895088, 10895168, 10895191, 10895219, 10895412, 10895460, 10895461, 10895480, 10895520, 10895733, 10895756, 10895788, 10895940, 10895946, 10895952, 10896006, 10896057, 10896097, 10896142,

10896186, 10896188, 10896366, 10896377, 10896394, 10896436, 10896462, 10896503, 10896569,  
10896584, 10896609, 10896830, 10896868, 10896876, 10896935, 10896999, 10897027, 10897031,  
10897523, 10897535, 10897551, 10897573, 10897774, 10897813, 10897908, 10897927, 10897971,  
10898001, 10898088, 10898216, 10898259, 10898401, 10898428, 10898440, 10898477, 10898497,  
10898628, 10898670, 10898879, 10898920, 10898986, 10901924, 10901998, 10899063, 10899066,  
10899162, 10899227, 10899270, 10899380, 10899410, 10899469, 10899500, 10899542, 10899558,  
10899605, 10899663, 10899741, 10899857, 10902945, 10902946, 10902965, 10903101, 10903103,  
10903157, 10903178, 10903190, 10903210, 10903335, 10903453, 10903500, 10903617, 10903740,  
10903870, 10903898, 10903916, 10904199, 10904260, 10904752, 10904850, 10904879, 10905636,  
10905773, 10906135, 10906919