



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: RQ 19-005
Date Opened: 12/19/2019
Investigator: Matthew Yandrick
Approver: Stephen Ridella
Subject: Door Latch Failures

Date Closed: 02/07/2022
Reviewer: Michael Lee

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company
Products: Various MY 2011-2016 Ford Vehicles, see Summary
Population: 2,435,433
Problem Description: The door(s) fails to latch and/or, in certain circumstances, may inadvertently open while driving.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	498	4,349	4494**
Crashes/Fires:	0	5	5
Injury Incidents:	3	6	7**
Number of Injuries:	3	6	7**
Fatality Incidents:	0	0	0

** Total eliminates duplicates received by ODI and manufacturer.

ACTION / SUMMARY INFORMATION

Action: Close this Recall Query, see NHTSA Safety Recall actions 20V-177 and 20V-331.

Summary:

In December 2019, the Office of Defects Investigation (ODI) opened this investigation based on 235 Vehicle Owner Questionnaires (VOQs) alleging doors failed to latch when closed, and/or inadvertently opened while driving, on model year (MY) 2012-2014 Ford Fiesta, and 2013-2014 Fusion and Lincoln MKZ. Some VOQs reported the failure occurred after the latch had been remedied under a prior recall which involved fracture of the latch pawl spring tab due to thermally induced cyclic fatigue. Other VOQs alleged a similar failure in vehicles not previously recalled. A latch with a fractured pawl spring tab typically results in a "door will not close" condition, however in certain somewhat rare circumstances, may result in the door coming open while driving. In response to ODI's investigation, Ford has announced three field actions, as discussed below.

On March 23, 2020, Ford submitted Safety Recall 20V-177 (Ford 20S15), a regional recall campaign to address door latch failures in vehicles not previously recalled under Safety Recalls 15V-246, 16V-643 and 17V-210. The recall affects vehicles currently or ever registered in certain high ambient temperature states (see 20V-177 for affected states). As a remedy, Ford will replace all four door latches free of charge.

On August 24, 2020, Ford issued a non-safety regional field action (Ford 20R01) to address door latch failures on the same model/MY vehicles not covered under 20V-177 (i.e., not currently/ever registered in affected states). According to Ford, spring tab failure rates for vehicles covered by this action are about half that of the 20V-177 vehicles. Under this action, dealers will replace all door latches, free of charge, if either; a) the vehicle exhibits a related latch concern, or b) if the vehicle owner expresses a concern about the latches in their vehicles. Details can be found under NHTSA TSB No. 10190990, a copy of which is available in this investigative file available at NHTSA.gov.

On June 8, 2020, Ford submitted Safety Recall 20V-331 (Ford 20S30) addressing vehicles previously remedied under

NHTSA Recalls 15V-246, 16V-643 and 17V-210, where the repair may not have been properly completed, specifically not all of the door latches were replaced, or replaced correctly. This recall involves an inspection of the latches, with the option for a consumer self-inspection; owners could view the date codes on their latches (and confirm child safety locks are present on the rear doors) and then submit the information to Ford's mobile app or website. A dealership inspection option was also available. Any vehicle found to have unreplaced defective latches requires the replacement of all door latches as directed by Ford.

Regarding the 4,494 reports cited above, 1,485 involve scope-related failures (with 13% alleging door opening), and the remaining 3,009 reports involving remedy concerns (with 18% alleging door opening - note ODI was unable to verify the allegations of door opening). The three ODI injuries were all relatively minor. Ford's reported injury incidences include one (unconfirmed) report of an ejection, three minor injuries with the others involving undisclosed injuries. Ford's crashes involved two (unconfirmed) crashes alleging the incident door contacted another vehicle and three involving doors striking other property.

The recalled vehicles include MY 2011-2015 Ford Fiesta, 2013-2016 Ford Fusion and Lincoln MKZ, 2015 Ford Mustang and Lincoln MKC, 2013-2015 Ford Escape and Ford C-MAX, 2012-2015 Ford Focus and 2014-2016 Ford Transit Connect.

Ford's actions address ODI's concerns at this time. ODI will take further action if warranted by new information. The reference (ODI) numbers for the 498 VOQs cited above are available on the downloadable version of this resume available at NHTSA.gov.

Attachment to RQ19-005 Closing Resume, 498 Vehicle Owner Questionnaires (received through May 2021):

11416498, 11415676, 11415131, 11413020, 11404856, 11400333, 11399924, 11397738, 11396448, 11390044, 11386450, 11386365, 11385975, 11378387, 11378190, 11377162, 11375887, 11375216, 11374157, 11373593, 11366931, 11365962, 11365677, 11364091, 11361378, 11361043, 11360257, 11360179, 11355123, 11353839, 11353718, 11352879, 11350862, 11350778, 11344223, 11343373, 11342617, 11342498, 11341201, 11341040, 11340780, 11339470, 11339391, 11339284, 11339043, 11337690, 11337391, 11337300, 11337286, 11331977, 11331199, 11331071, 11330620, 11330549, 11329828, 11329822, 11329690, 11329610, 11329514, 11329422, 11328790, 11328663, 11328621, 11328453, 11328312, 11328165, 11327856, 11327815, 11327729, 11327077, 11326511, 11326381, 11326221, 11326145, 11325955, 11325951, 11325867, 11325599, 11325427, 11325307, 11324938, 11323768, 11323681, 11323556, 11323462, 11323454, 11323081, 11322906, 11322866, 11322833, 11322443, 11322279, 11322183, 11322149, 11321341, 11321281, 11320745, 11320650, 11320637, 11319723, 11319382, 11317245, 11316643, 11316271, 11316200, 11315661, 11311044, 11310762, 11309515, 11309415, 11307723, 11307310, 11306677, 11302706, 11302053, 11300736, 11300294, 11299559, 11297089, 11296996, 11290980, 11290646, 11289585, 11288232, 11287476, 11282831, 11282621, 11282489, 11282344, 11281553, 11280788, 11280498, 11280495, 11279987, 11279923, 11278898, 11278552, 11278502, 11271749, 11271230, 11268995, 11268809, 11268416, 11268362, 11268297, 11268058, 11267611, 11266459, 11266428, 11266107, 11266074, 11265835, 11265625, 11265364, 11265323, 11259118, 11258954, 11258182, 11257827, 11257726, 11257715, 11256826, 11256505, 11256430, 11256374, 11256363, 11255187, 11255098, 11254659, 11254653, 11254652, 11254554, 11254398, 11254177, 11253656, 11253397, 11253159, 11253072, 11252679, 11252650, 11252326, 11251888, 11251855, 11246640, 11246181, 11246167, 11246120, 11246029, 11246009, 11246005, 11245901, 11245859, 11245549, 11245543, 11245483, 11245408, 11245316, 11245013, 11244425, 11244405, 11244327, 11244257, 11243770, 11243246, 11242379, 11241837, 11241554, 11241022, 11240698, 11240657, 11240467, 11240361, 11240352, 11240296, 11235114, 11234556, 11233716, 11232953, 11232538, 11232169, 11232024, 11231931, 11231898, 11231581, 11231485, 11231430, 11230916, 11230733, 11230426, 11230092, 11230051, 11229773, 11229756, 11229163, 11228847, 11228818, 11228757, 11228552, 11228547, 11228541, 11228262, 11223158, 11223154, 11222994, 11222949, 11222666, 11222247, 11222087, 11220742, 11220591, 11220536, 11220248, 11220193, 11219644, 11219501, 11219251, 11218800, 11218065, 11217778, 11217500, 11217211, 11217134, 11210633, 11210568, 11210233, 11209630, 11209125, 11208036, 11208015, 11207261, 11207044, 11207018, 11206837, 11206507, 11206033, 11205957, 11205013, 11204773, 11204019, 11203700, 11197348, 11197133, 11196748, 11196606, 11196057, 11195269, 11195262, 11193224, 11190876, 11190494, 11189677, 11186913, 11186619, 11184802, 11180300, 11176246, 11176144, 11176048, 11174466, 11173918, 11173589, 11172614, 11170512, 11170118, 11170101, 11165554, 11165270, 11162925, 11162882, 11162644, 11162398, 11161932, 11160875, 11157329, 11154533, 11153083, 11152515, 11150076, 11150036, 11149571, 11144925, 11144146, 11143689, 11143345, 11141454, 11139891, 11139685, 11139062, 11139008, 11138955, 11138935, 11133543, 11133411, 11132966, 11132195, 11131930, 11131608, 11130818, 11130463, 11130449, 11129834, 11129559, 11129364, 11129264, 11128720, 11124567, 11124295, 11124280, 11123783, 11123409, 11123250, 11122255, 11122241, 11121776, 11121300, 11121185, 11121171, 11120607, 11119807, 11119675, 11118609, 11118474, 11118380, 11115839, 11115298, 11114619, 11114114, 11113859, 11113607, 11112980, 11112904, 11111514, 11111507, 11110706, 11110462, 11110155, 11110055, 11109921,

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