



Frank M. Ligon
 Director
 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
 Dearborn, Michigan 48121

April 2005

TO: All U.S. Ford and Lincoln Mercury Dealers

SUBJECT: Safety Recall 05S27: Supplement #1
 All 2000 - 2002 Model Year Focus 4-Door, 4-Door Wagon, and 5-Door Vehicles
 Originally Sold In, Or Currently Registered In Corrosion States
 Rear Door Latch Corrosion

Ref: Safety Recall 05S27 Dated February 28, 2005
 All 2000 - 2002 Model Year Focus 4-Door, 4-Door Wagon, and 5-Door Vehicles
 Originally Sold In, Or Currently Registered In Corrosion States
 Rear Door Latch Corrosion

Ref: Advance Notice - Safety Recall 05S27 Dated February 1, 2005
 All 2000 - 2002 Model Year Focus 4-Door, 4-Door Wagon, and 5-Door Vehicles
 Originally Sold In, Or Currently Registered In Corrosion States
 Rear Door Latch Corrosion

New!

REASON FOR THIS SUPPLEMENT

This bulletin is being re-issued with the following revisions:

- *Announces the availability of approved Door Latch Repair Kit (aerosol cleaner and lubricant).*
- *Revises the required lubrication of any replacement latch using the approved Door Latch Repair Kit. See "Service Action" and Attachment III.*
- *Adds new labor operations and revised parts information. See Attachment II.*
- *Adds a Q&A regarding lubrication of any replacement latch. See Attachment IV.*

AFFECTED VEHICLES

- All 2000 - 2002 model year Focus 4-Door, 4-Door Wagon, and 5-Door vehicles built at Wayne Assembly Plant.
- All 2002 model year Focus 4-Door, 4-Door Wagon, and 5-Door vehicles built at Hermosillo Assembly Plant.

The affected vehicles were originally sold in, or currently registered in, the following states and Canadian Provinces:

US States:

Connecticut	Maryland	New York
Delaware	Massachusetts	Ohio
District of Columbia	Michigan	Pennsylvania
Illinois	Minnesota	Rhode Island
Indiana	Missouri	Vermont
Iowa	New Hampshire	West Virginia
Maine	New Jersey	Wisconsin

Canadian Provinces:

New Brunswick	Nova Scotia	Prince Edward Island
Newfoundland	Ontario	Quebec

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on March 1, 2005.

REASON FOR THIS SAFETY RECALL

All rear door latches on 2000-2002 model year 4-door, 4-door wagon, and 5-door Ford Focus vehicles in recognized high corrosion areas of North America may experience corrosion in the pawl pivot area preventing proper engagement of the pawl into the catch. The customer may experience difficulty closing the rear door that may eventually progress to a point where the rear door may not latch properly. If not latched properly, the door may open while driving.

SERVICE ACTION

At no charge to the vehicle owner, dealers are to inspect, clean, and lubricate the rear door latches, install a lower rear door seal and informational label to the rear doors on all the affected vehicles. As a courtesy maintenance, dealers will also clean and lubricate the front door latches even though the front door latches are not part of this recall.

New! If a rear door latch does not pass the prescribed inspection procedure as outlined in Attachment III, it will be replaced. *A replacement latch must still have the cleaning and lubrication procedure applied using the approved Door Latch Repair Kit.*

This recall must be performed on all of the affected vehicles in your new inventory as well as vehicles that have been delivered to customers.

PARTS AVAILABILITY

Parts to repair this condition are expected to be available beginning late April 2005. When parts are available for ordering, Dealers will be advised via a Parts Update to this bulletin as well as a DOES II message. The letter to customers will state that dealers will not have parts until early May.

PLEASE NOTE:


Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Attachment IV: Questions and Answers
- Customer Notification Letter

QUESTIONS?

Claims Information: 1-800-423-8851
Special Service Support Center (Dealer Only) Questions: 1-800-325-5621

Sincerely,

Frank M. Ligon

Safety Recall 05S27-S1

All 2000 - 2002 Model Year Focus 4-Door, 4-Door Wagon, and 5-Door Vehicles
Rear Door Latch Corrosion

OASIS ACTIVATED? Yes. OASIS was activated February 7, 2005.

FSA VIN LIST ACTIVATED? Yes

Available through FMCDDealer.com or at <https://web.fsavinlists.dealerconnection.com> by March 1, 2005. Owner names and addresses were available on March 29, 2005.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall action.

STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs after parts are available.
- When parts are available, contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

RELATED DAMAGE / ADDITIONAL LABOR TIME

- If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted.
- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.

Safety Recall 05S27-S1

All 2000 - 2002 Model Year Focus 4-Door, 4-Door Wagon, and 5-Door Vehicles
Rear Door Latch Corrosion

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. This plan is also available to owners through the Customer Relationship Center (CRC). The CRC will direct owners to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.
- **This safety recall must still be performed, even if the customer has paid for a previous repair. Claiming a refund will not close out the VIN for this recall.**
- Refund Claiming Information (Submit on separate repair line.)
 - Program Code: 05S27
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.

RENTAL VEHICLES

If replacement of a rear door latch is necessary, and parts are not available to repair a customer's vehicle the same day they bring it to the dealership for service, Ford Motor Company will pay for a rental vehicle, except for fuel and insurance which will be at the owner's expense. Follow Extended Service Plan (ESP) guidelines for rental dollar amounts. Enter the word "RENTAL" plus the number of days the vehicle was used in the Miscellaneous Expense area of the recall claim form.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refund or related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed.
- Refer to ACESII manual for claims preparation and submission information.

Safety Recall 05S27-S1

All 2000 - 2002 Model Year Focus 4-Door, 4-Door Wagon, and 5-Door Vehicles
Rear Door Latch Corrosion

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect rear door latches, clean and lube front and rear door latches <i>with approved repair kit</i> , install a lower rear door seal and label to the rear doors. MOST VEHICLES WILL REQUIRE <u>ONLY</u> THIS LABOR OPERATION.	05S27B	0.8 Hour

FOR VEHICLES THAT DO NOT PASS INSPECTION

New! Replace <u>one</u> rear door latch (includes inspect rear door latches, clean and lube front and rear door latches <i>with approved repair kit</i> , install a lower rear door seal and label to the rear doors).	*05S27E	1.5 Hours
New! Replace <u>two</u> rear door latches (includes inspect rear door latches, clean and lube front and rear door latches <i>with approved repair kit</i> , install a lower rear door seal and label to the rear doors).	*05S27F	2.1 Hours

***New!**

UNTIL MAY 2, 2005: If a Door Latch Repair Kit is not available and a latch must be replaced, order the latch and use Labor Operations 05S27C (replace one latch, at 1.5 hours) or 05S27D (replace two latches, at 2.1 hours). These labor operations do not close the 05S27 program. After May 2, 2005, Door Latch Repair Kits will be widely available.

AFTER MAY 2, 2005: Use only labor operation 05S27E or 05S27F which require use of the approved Door Latch Repair Kit. These labor operations will close the 05S27 program.

NOTE: CLAIMS SUBMITTED WITH LABOR OPERATIONS 05S27C OR 05S27D WITH REPAIR DATES AFTER MAY 2, 2005 WILL **NOT** BE ACCEPTED FOR PAYMENT.

New! PARTS REQUIREMENTS / ORDERING INFORMATION / SEED STOCK VOLUME

Door Latch Repair Kits for this program will be seed stocked to corrosion state dealers one-time only beginning the week of April 11, 2005. All seed stock orders will be shipped by April 22, 2005. See table below for seed stock volumes. For dealers in non-corrosion states contact the Special Service Support Center if a repair kit is needed. **Open ordering of the Door Latch Repair Kit is estimated to begin the week of April 25, 2005.** The repair kit is "Supplier Direct Ship".

Part Number	Description	Quantity
XS4Z-54247C34-AA	<p>**Door Latch Repair Kit – Each kit will repair 4 vehicles.</p> <p>The Unit Of Issue for each kit = 4</p> <p>**Kits <u>ONLY</u> contain aerosol cleaner, lubricant, alcohol wipes, and lower rear door seals. Kits do not contain latches (most vehicles will <u>not</u> require a latch). If a door latch is required, it must be ordered separately using the appropriate parts catalog.</p>	<p>1 kit</p> <p>4 vehicle repairs</p>

Safety Recall 05S27-S1

All 2000 - 2002 Model Year Focus 4-Door, 4-Door Wagon, and 5-Door Vehicles
Rear Door Latch Corrosion

One Time Only Seed Stock – Quantity to Be Shipped

Dealer Involved Vehicles*	QTY to be Seeded - Week of 4/11
1 - 25	1 kit – 4 vehicle repairs
26 – 75	2 kits – 8 vehicle repairs
76 – 125	4 kits – 16 vehicle repairs
126 – 175	6 kits – 24 vehicle repairs
176 – 225	8 kits – 32 vehicle repairs
226 – 275	10 kits – 40 vehicle repairs
276 - 350	12 kits – 48 vehicle repairs
351 – 400	14 kits – 52 vehicle repairs
400 and up	18 kits – 72 vehicle repairs

*Dealers will need to access either <https://web.fsavinlists.dealerconnection.com> or <http://FMCDDealer.com> to determine the total number of affected vehicles assigned to their dealership. Use the chart above to determine the number of parts your dealership will receive.

New! RECALL PARTS ASSISTANCE

We are introducing several new methods to contact the Special Service Support Center for questions or assistance regarding recall parts:

- E-mail : Ford@Renkim.com
- FAX: 1-888-374-8040
- Phone: 1-800-325-5621

When contacting the Special Service Support Center via FAX or E-mail please provide:

- Dealer Name and P & A code
- Contact Name
- Phone number and E-mail address
- FSA #
- If additional parts are being requested prior to open ordering, provide part number and quantity

The DOR/COR for this program is 50350. This number identifies parts ordered for this recall through the Special Service Support Center (1-800-325-5621).

Safety Recall 05S27-S1

All 2000 - 2002 Model Year Focus 4-Door, 4-Door Wagon, and 5-Door Vehicles
Rear Door Latch Corrosion

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2000-2002 FOCUS VEHICLES — REAR DOOR LATCH CORROSION

OVERVIEW

This program involves installing newly designed seals and labels on the rear doors, then inspecting the rear door latches to make sure they latch properly. Rear door latches that pass the inspection will be cleaned and lubricated. Rear door latches that fail the inspection will be replaced. As a courtesy maintenance for customers, the front door latches will also be cleaned and lubricated.

REAR DOOR SEAL AND LABEL INSTALLATION

1. Using a clean shop rag, wipe away any dirt and moisture from the inside bottom edges of the rear doors. See Figure 1.
2. Using the supplied alcohol wipe, clean the inside bottom edges of the rear doors and allow the alcohol to dry completely. See Figure 1.

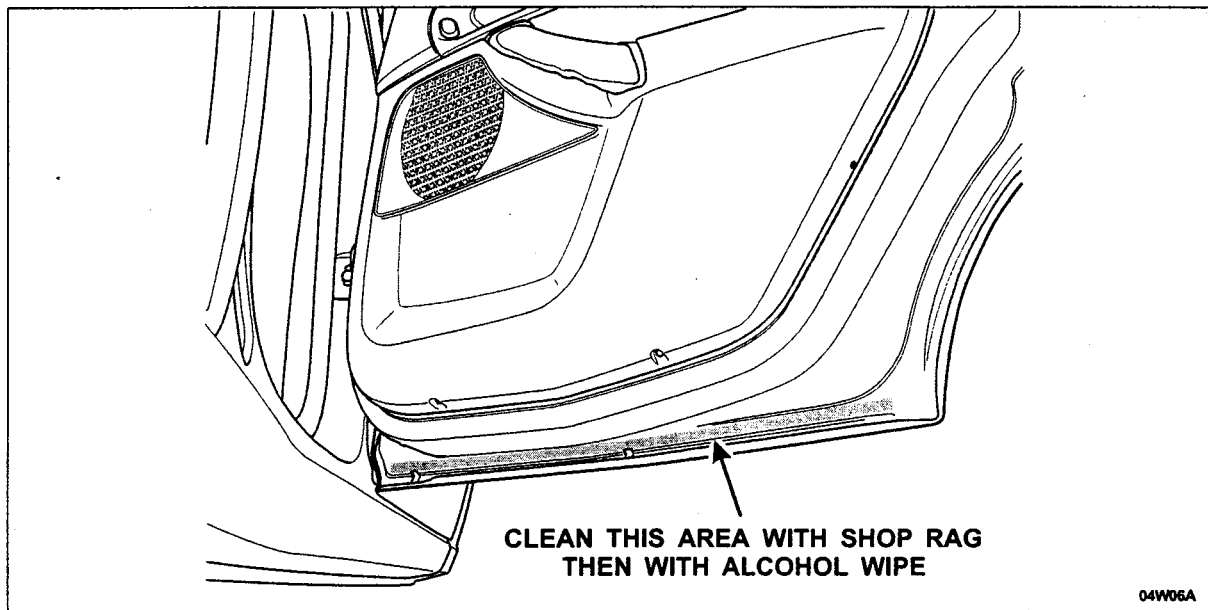


FIGURE 1

3. NOTE: The door edges must be at least 16°C (60°F) in order for the adhesive on the door seals to adhere to the doors.

CAUTION: Keep the heat gun about 100-150 mm (4-6 inches) away from the door at all times. Move the heat gun across the entire length of the lower door edge and avoid localizing the heat in any one spot to avoid damaging the paint or trim panel.

If necessary, use a heat gun for about one (1) minute set on a low to medium setting to warm the door edge to permit adhesion of the door seals.



4. Peel the backing off the adhesive strip on the door seal and affix the seal to the door as follows: (left and right door seals are identical). See Figure 2.
 - a. Position the front of the seal about 25 mm (1 inch) forward of the forward drain hole.
 - b. Affix the seal to the door ABOVE BOTH drain holes as shown, then below and along the thin stamping towards the beginning of the upward curve.
 - c. Firmly press down along the entire length of the seal to ensure it is fully and properly attached to the door sheet metal.

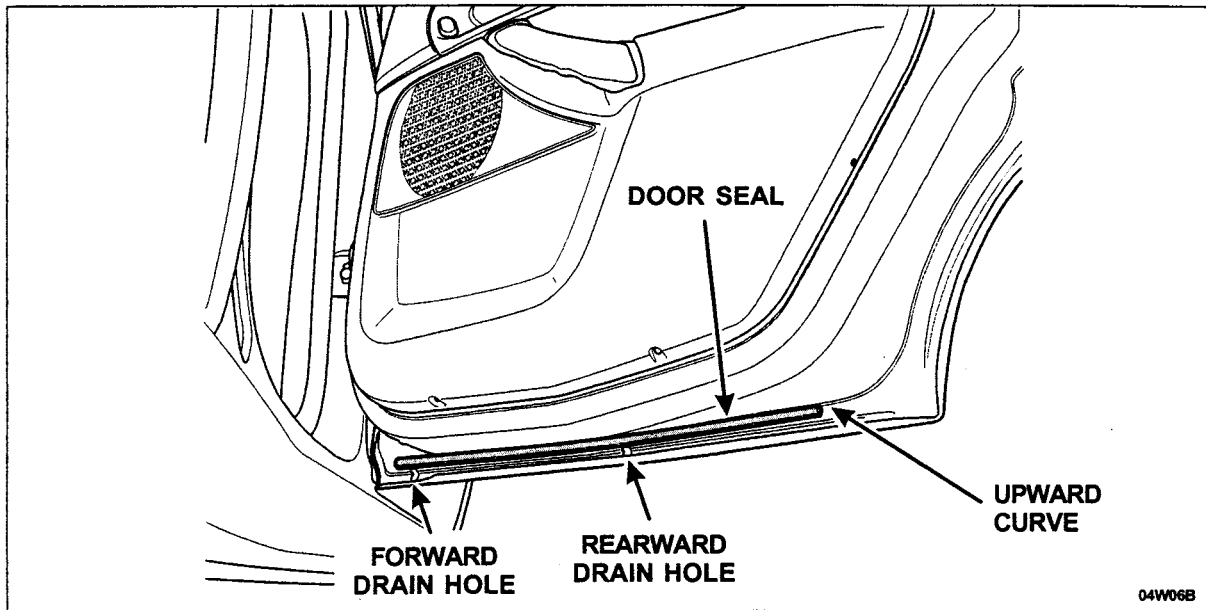


FIGURE 2

5. NOTE: One label must be affixed to each rear door near the latch.
Clean the surface of both rear doors near the latch with a supplied alcohol wipe and allow the alcohol to dry completely.



6. Pull the backing off the label and affix to the door as shown in Figure 3.

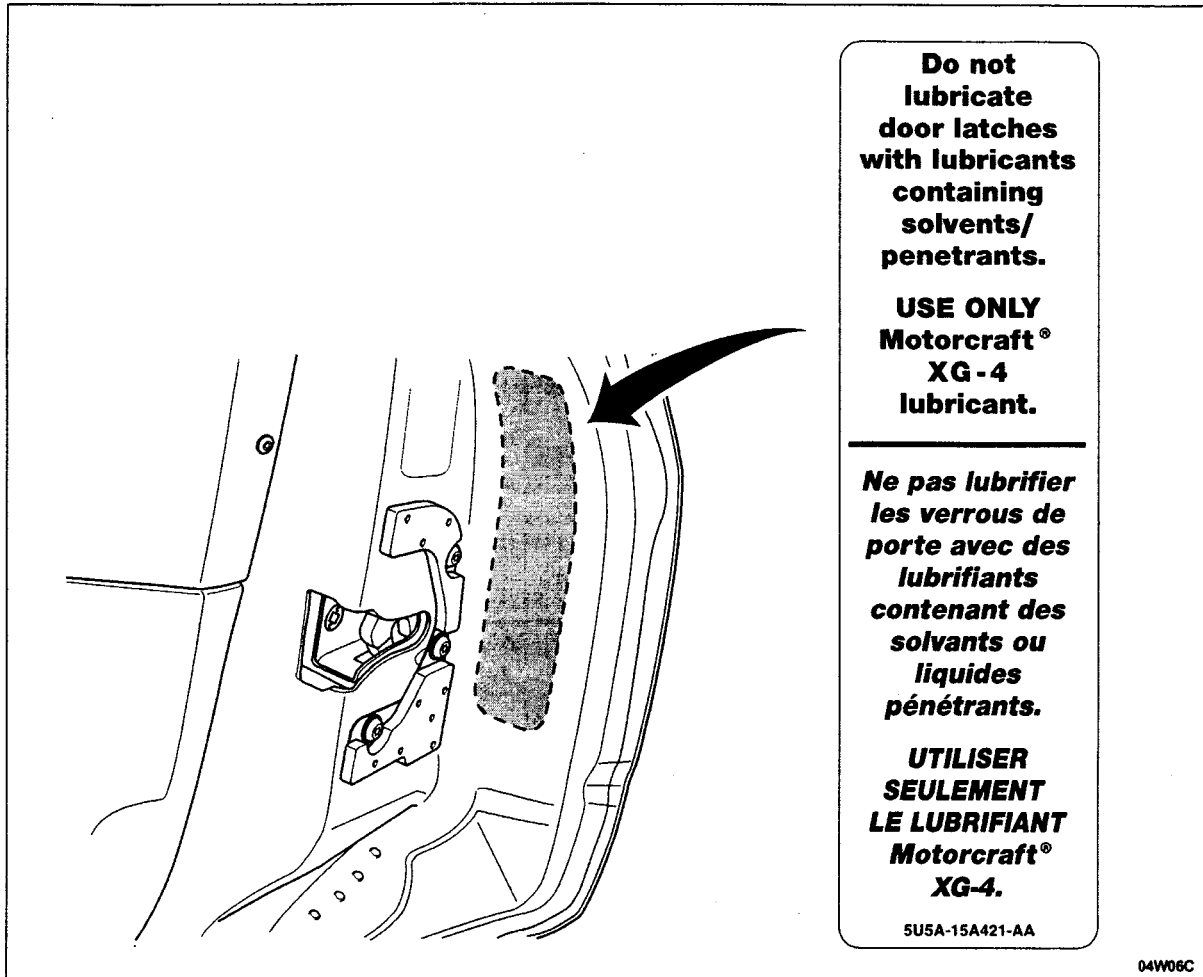


FIGURE 3



REAR DOOR LATCH INSPECTION

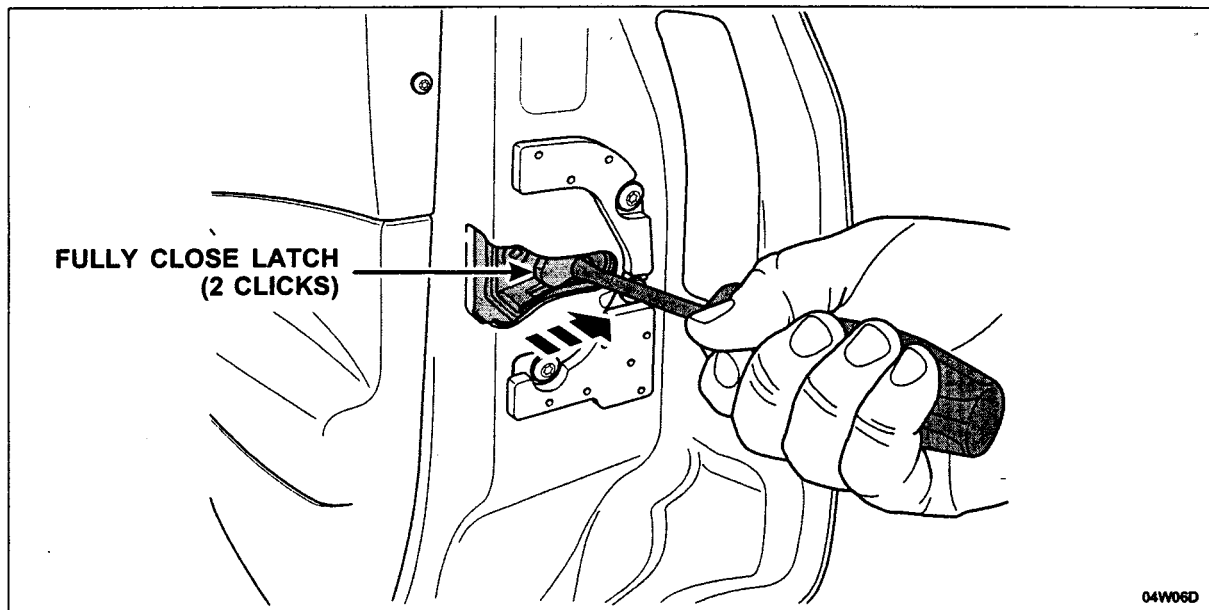
NOTE: Perform this inspection on both rear door latches only.

1. Open the rear doors.
2. NOTE: It is very important that the latch be FULLY closed to perform the inspection. The latch mechanism must click TWICE indicating full closure.

Using a screwdriver, fully close the latch (two clicks). See Figure 4.

NEW

- If the latch will not fully close (does not click twice), it must be replaced. Any replacement latch must still have the cleaning and lubrication procedure performed. Go to Door Latch Cleaning and Lubrication after a failed latch is replaced. Refer to the Rear Door Latch Replacement procedure in the 2000, 2001 or 2002 Focus Workshop Repair Manual Section 501-14 for repair instructions.



04W06D

FIGURE 4



3. Without touching either door handle, attempt to open the latch by pulling the latch mechanism with the screwdriver acting as the door striker. See Figure 5.

- Any door latch that does not open **PASSES** the inspection. Go to Door Latch Cleaning and Lubrication.
- Any door latch that opens **FAILS** the inspection and must be replaced. Any replacement latch must still have the cleaning and lubrication procedure performed. Go to Door Latch Cleaning and Lubrication after a failed latch is replaced. Refer to the Rear Door Latch Replacement procedure in the 2000, 2001 or 2002 Focus Workshop Repair Manual Section 501-14 for repair instructions.

NEW

NOTE: It is necessary to only replace latch(es) that fail (open) during this inspection.

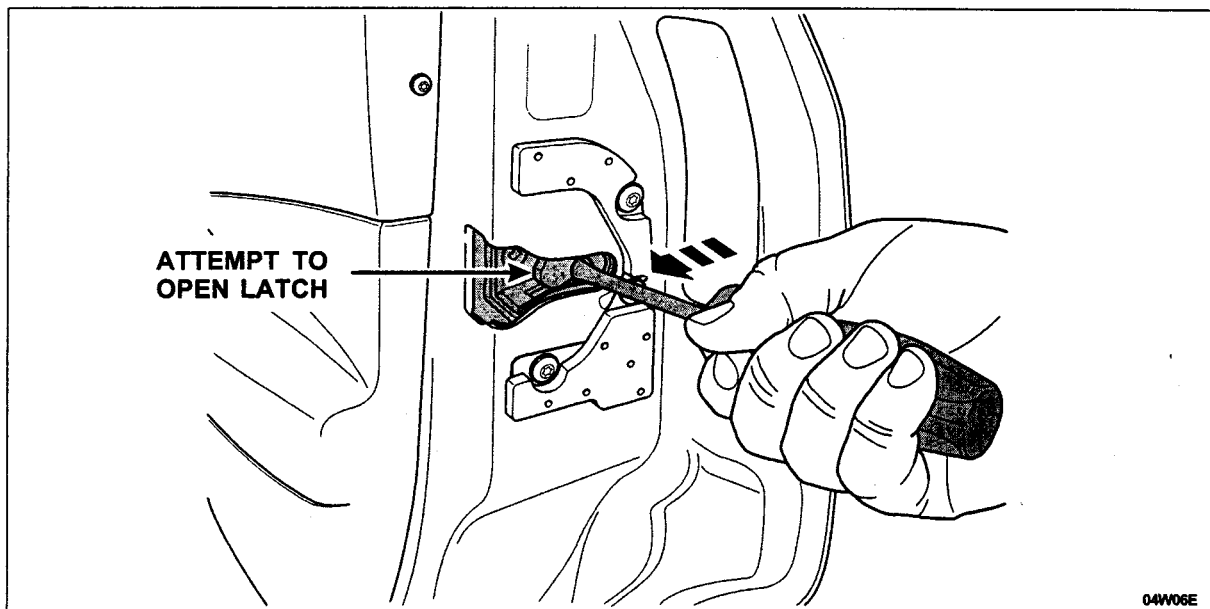


FIGURE 5



DOOR LATCH CLEANING AND LUBRICATION



WARNING: SAFETY GLASSES OR GOGGLES ARE REQUIRED WHILE PERFORMING THIS PROCEDURE.



NOTE: This procedure is to be performed on all four (4) doors including those with replacement latches.

1. Open the door, then using a screwdriver, fully close the door latch (two clicks). See Figure 4.
2. Shake the can of Door Latch and Lock Lubricant for 10-15 seconds.
3. **WARNING: SAFETY GLASSES OR GOGGLES ARE REQUIRED WHILE PERFORMING THIS PROCEDURE.**



NOTE: For a copy of the Material Safety Data Sheets (MSDS), go to <http://www.fcsdchemicalandlubricants.com/dealer/html/catalogindex.htm> or the PTS website.

NOTE: A single can of Door Latch and Lock Lubricant contains enough material for one (1) vehicle. Spray each latch mechanism for 5 to 10 seconds.

Spray the Door Latch and Lock Lubricant into the **square opening** shown in Figure 6.

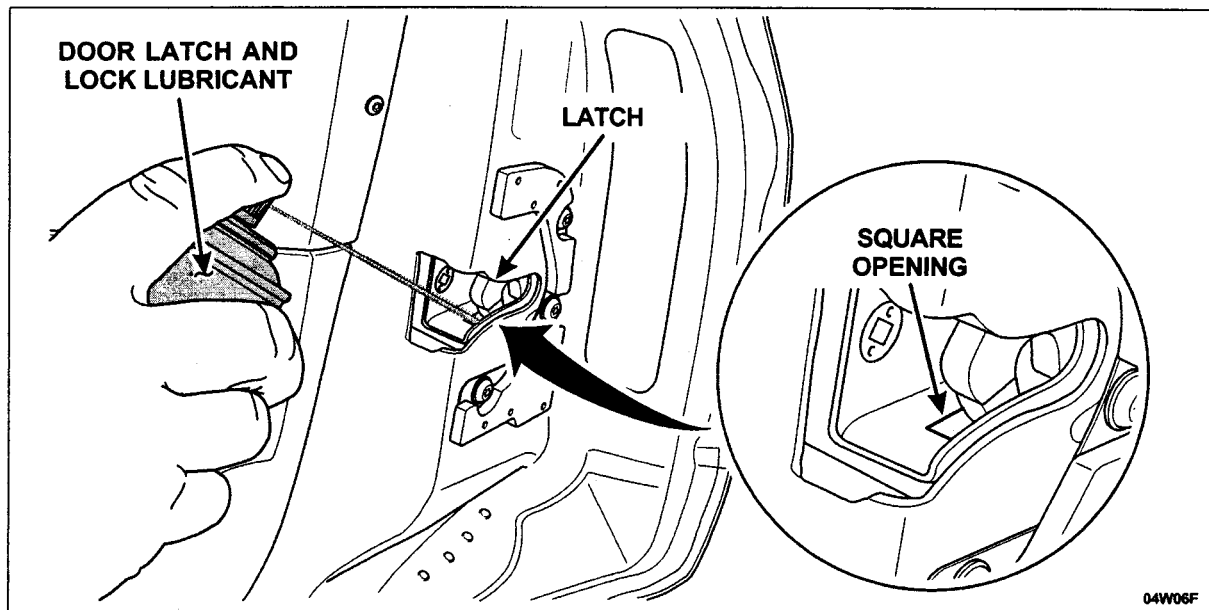
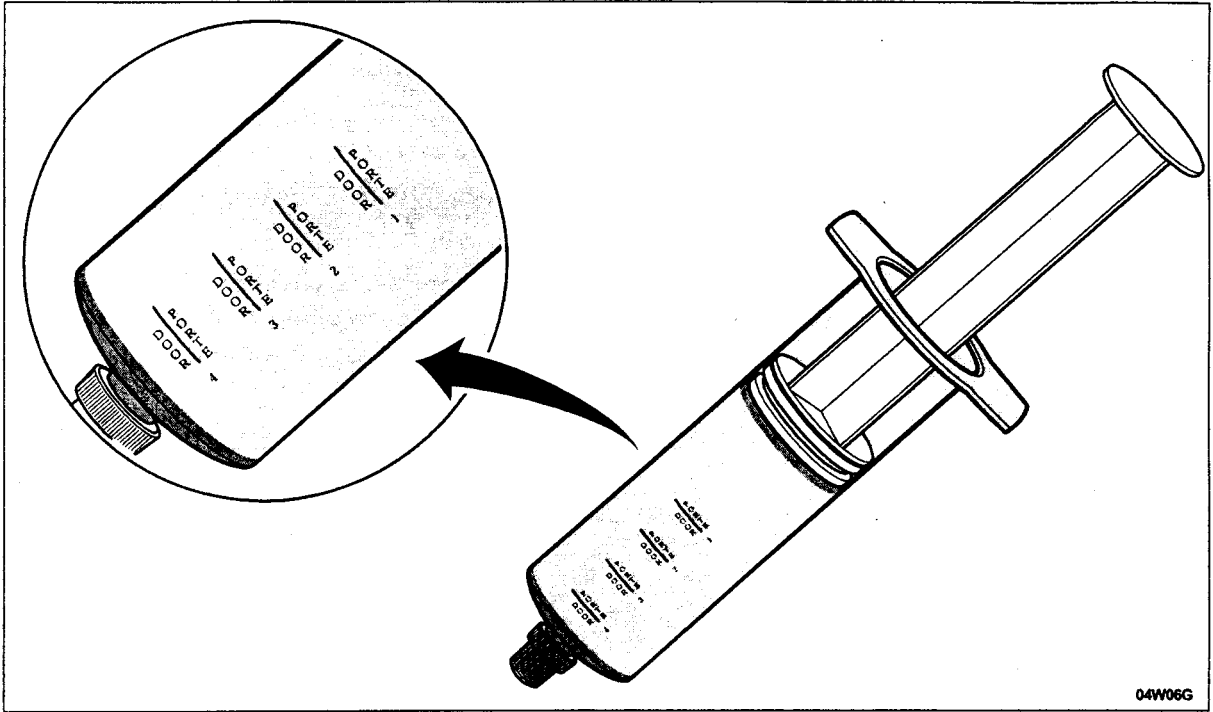


FIGURE 6

4. Open the latch using either the inside or outside door handle.
5. Cycle the door (close then open the door) 5-10 times to allow the lubricant to circulate around the latch mechanism.
6. Wipe the latch and surrounding area, including the striker, of any excess lubricant.
7. Using a screwdriver, fully close the door latch (two clicks). See Figure 4.



8. NOTE: A single syringe of latch grease contains enough material for one (1) vehicle. The syringe is marked indicating the amount of grease to be applied to each door latch. See Figure 7.



04W06G

FIGURE 7



Apply approximately 1 unit of grease (one graduation mark on the syringe) into the same square opening used for application of the spray lubricant. See Figure 8.

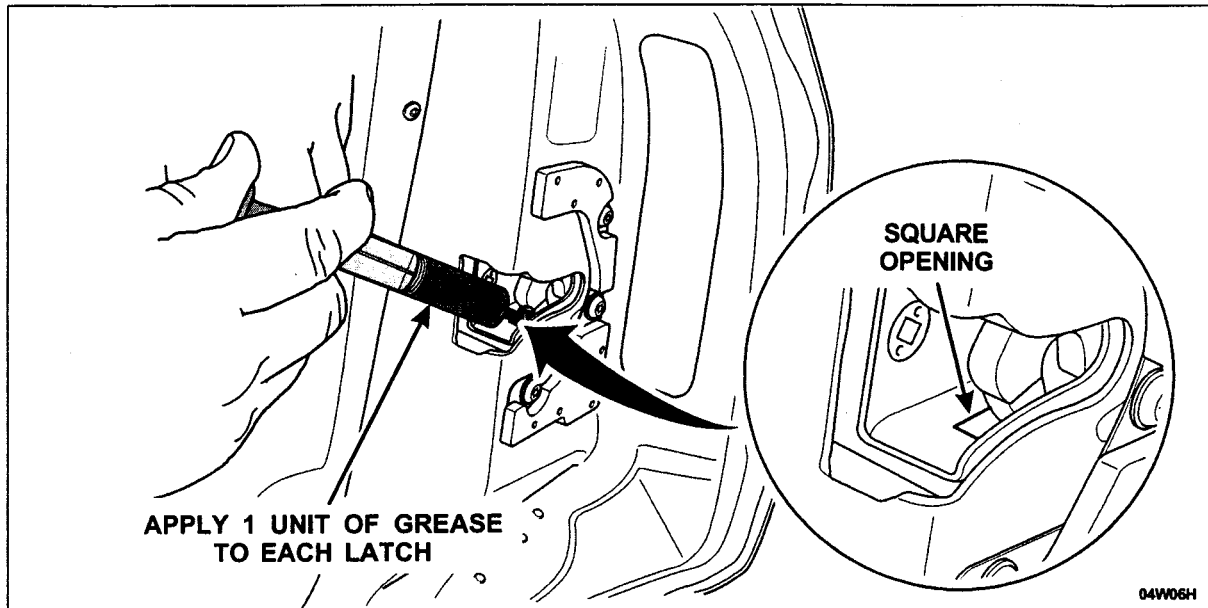


FIGURE 8

9. Open the latch using either the inside or outside door handle.
10. Cycle the door 5-10 times to circulate the grease around the latch mechanism.
11. Wipe any excess grease from around the latch and from the striker.



ATTACHMENT IV

Safety Recall 05S27-S1:
All 2000 - 2002 Model Year 4-Door and 5-Door Focus Vehicles
Rear Door Latch Corrosion
Questions and Answers

- Q1.** When will parts ordering information be available to support this safety recall?
A1. Dealers will be advised through a DOESII broadcast message and a Parts Update to this bulletin on FMCDealer. We anticipate dealers will be able to order parts in early April, 2005.
- Q2.** Will customers be notified by mail at this time?
A2. Since this is a safety recall, customers will begin to be notified in early March 2005; however, customers will be informed that dealers will not have parts until late April, 2005.
- Q3.** What should dealers do now?
A3. If an affected vehicle's rear door latch will close properly, no action is required until parts and repair procedures are available.
- Q4.** What if a customer states that their vehicle has a latch that will not close now?
A4. Until corrective parts and repair instructions are available to support this safety recall, use current service parts and repair procedures if a customer has a latch that will not close. This will not close this safety recall.
- Q5.** How would claims be paid for vehicles that have a latch that will not close now?
A5. For approval to submit an interim claim against program code 05S27, call the Special Service Support Center (1-800-325-5621). These interim repairs will not close this safety recall.
- Q6.** Why are only corrosion areas covered by this program?
A6. Extended exposure to road salt, freezing temperatures, ice, and snow found in the recognized high-corrosion areas of North America cause corrosion to occur in the pawl pivot area of the rear door latches. Vehicles outside these areas are unlikely to have the same extended exposure to a highly corrosive environment.
- New!**
Q7. *If a latch fails inspection, does the replacement latch still need to be cleaned and lubricated?*
A7. *Yes. The labor operations for latch replacement include time to apply the cleaner and lubricant included in the Door Latch Repair Kit.*



Frank M. Ligon
Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

March 2005

Safety Recall 05S27

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in all 2000 - 2002 model year Focus 4-door, 4-door wagon, and 5-door vehicles originally sold in, or currently registered in corrosion states.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support.

What is the issue?

In recognized high corrosion areas of North America, the rear door latches on your vehicle may experience corrosion in the pawl pivot area. This may prevent proper engagement of the pawl into the catch, and could make it difficult to close the rear door. Eventually, this could progress to a point where the rear door might not latch properly. If not latched properly, the door may open while driving and an unrestrained occupant could fall out of the vehicle, increasing the risk of injuries.

What will Ford and your dealer do?

Parts for this recall will not be available until late April 2005.

When parts become available, Ford Motor Company and your dealer will inspect, clean, and lubricate the rear door latches, and install a lower rear door seal and informational label, free of charge (parts and labor). As a courtesy maintenance, dealers will also lubricate the front door latches even though the front door latches are not part of this recall. We urge you to return to your dealer for this service beginning in late April 2005. Until that time, if a rear door will not close, contact your dealer.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What are we asking you to do?

Please call your dealer beginning in late April, 2005 and request a service date for Recall 05S27. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access <http://www.genuinefilmservice.com> for dealer addresses, maps, and driving instructions.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Do you need a rental vehicle?

In rare cases where a rear latch does not pass the inspection, it will be replaced. If a replacement latch is not available to repair your vehicle the same day you bring it to the dealership for service, your dealer is authorized to provide a rental vehicle at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs.

Have you previously paid for this repair?

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332. Owners who have previously paid for this repair are still eligible to have the recall described in this letter performed.

Have you changed your address or sold the vehicle?

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this recall.

Can we assist you further?

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-866-436-7332. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

If you wish to contact us through the Internet, our address is:

www.ownerconnection.com

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon

Director

Service Engineering Operations