

Ford Motor Company

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2005 MAR 18 P 2:20
OFFICE OF DEFECTS
INVESTIGATION

James P. Vondale, Director
Automotive Safety Office
Environmental & Safety Engineering

March 16, 2005

Mr. George Person, Chief
Recall Management Division (NVS-215)
Office of Defects Investigation
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

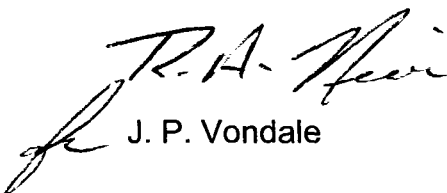
Dear Mr. Person:

Subject: Safety Recall 05V-030
(Ford Number 05S27)

Pursuant to the requirements set forth in Part 573 of Title 49 of the Code of Federal Regulations -- Defect and Noncompliance Reports, Ford Motor Company is submitting a true or representative copy of information that relates directly to the subject campaign.

Attached are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 2000 through 2002 model year Focus vehicles. Specific details were submitted to you in a letter dated January 31, 2005. Owner notification letters were mailed on March 9, 2005.

Sincerely,


J. P. Vondale

Attachment(s)
05S27 Dealer-Owner Bulletin





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

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

February 2005

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

SUBJECT: Advance Notice - Safety Recall 05S27:
 All 2000 - 2002 Model Year Focus 4-Door, 4-Door Wagon, and 5-Door Vehicles
 Operated in Corrosion States
 Rear Door Latch Corrosion

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

REASON FOR THIS SAFETY RECALL

Certain 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 which 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

Note: Until corrective parts and repair instructions are available to support this safety recall, please use current service parts and procedures to service vehicles with a latch that will not close. For approval to submit a claim against program code 05S27, call the Special Service Support Center (1-800-325-5621). These interim repairs will not close this safety recall.

A complete Dealer Bulletin will be provided to Dealers when parts and repair instructions are available to support this safety recall. A dealer update will be provided in approximately 30 days.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail beginning in approximately 30 days. A dealer update will be provided before owner letters are mailed.

OASIS

OASIS will be activated by February 7, 2005.

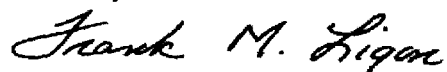
ATTACHMENTS

Attachment I Questions and Answers

QUESTIONS?

Special Service Support Center (Dealer Only) Questions: 1-800-325-5621

Sincerely,



Frank M. Ligon

Advance Notice - Safety Recall 05S27:
All 2000 - 2002 Model Year 4-Door, 4-Door Wagon, and 5-Door Focus Vehicles
Rear Door Latch Corrosion - Vehicles Operated in Corrosion States
Questions and Answers

- Q1.** Will customers be notified by mail at this time regarding this concern?
A1. No. Customers will begin to be notified in approximately 30 days. However, because of the anticipated media coverage as a result of information provided to the National Highway Traffic Safety Administration, customers might learn of this concern and contact their dealership for information.
- Q2.** What should dealers do now?
A2. If an affected vehicle's rear door latch will close properly, no action is required until parts and repair procedures are available.
- Q3.** What if a customer states that their vehicle has a latch that will not close now?
A3. Until corrective parts and repair instructions are available to support this safety recall, use current service parts and procedures if a customer has a latch that will not close. This will not close this safety recall.
- Q4.** How would claims be paid for vehicles that have a latch that will not close now?
A4. For approval to submit a claim against program code 05S27, call the Special Service Support Center (1-800-325-5621). These interim repairs will not close this safety recall.
- Q5.** When will parts ordering information and repair instructions be available to support this safety recall?
A5. A dealer update regarding corrective parts and repair instructions will be provided in approximately 30 days.
- 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.



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

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

February 2005

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

SUBJECT: Safety Recall 05S27:
 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

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 lube the rear door latches, install a lower rocker seal to the rear doors, and install a label to the rear doors on all the affected vehicles. As a courtesy maintenance, dealers will also lubricate the front door latches even though the front door latches are not part of this recall.

If a rear door latch does not pass the prescribed inspection procedure as outlined in Attachment III, it will be replaced.

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 early 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 late April.

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
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 FMCDealer.com or at <https://web.fsavinilists.dealerconnection.com> by March 1, 2005. Owner names and addresses will be available by 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

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: REFUND
 - Misc. Expense: ADMIN
 - 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

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, install a lower rocker seal and label to the rear doors.	05S27B	0.8 Hour
Replace one rear door latch (includes inspect rear door latches, clean and lube front and rear door latches, install a lower rocker seal and label to the rear doors).	05S27C	1.5 Hours
Replace 2 rear door latches (includes inspect rear door latches, clean and lube front and rear door latches, install a lower rocker seal and label to the rear doors).	05S27D	2.1 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are expected to be available beginning in early April 2005. When parts are available for ordering, Dealers will be advised via a Parts Update to this bulletin as well as a DOESII broadcast message. See Attachment IV for additional information.

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.

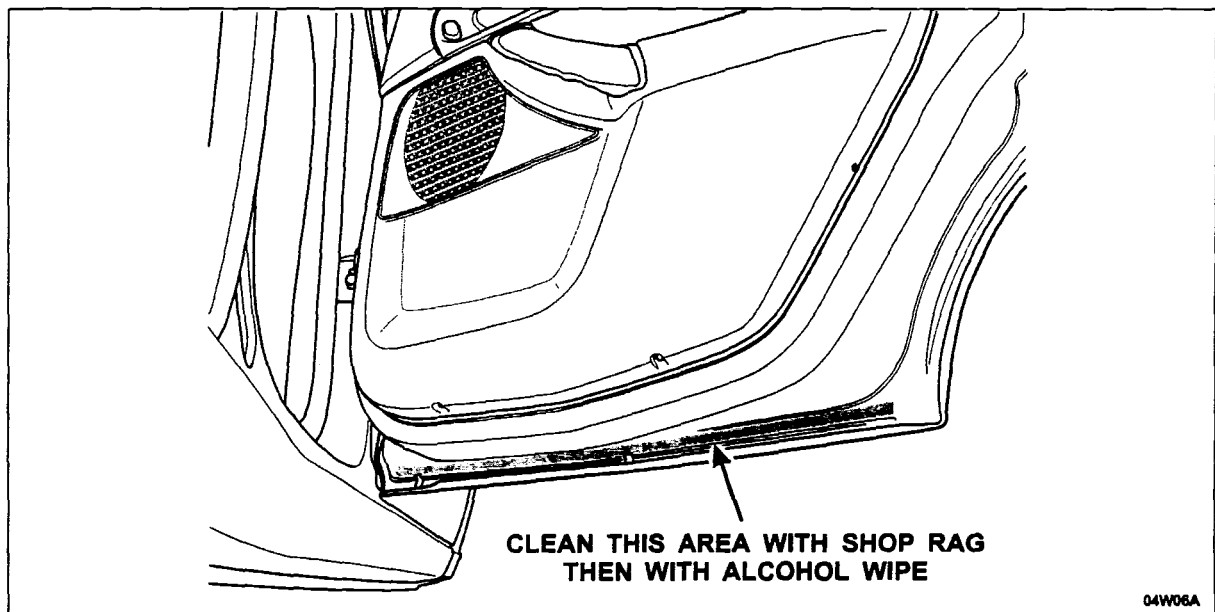


FIGURE 1

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.

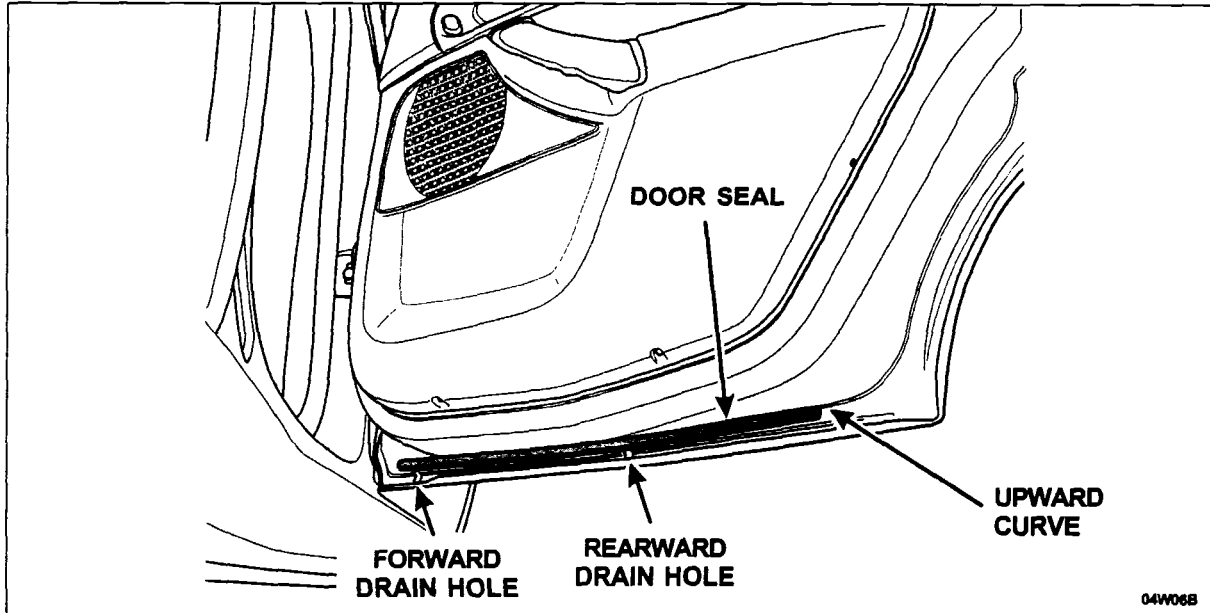


FIGURE 2

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.

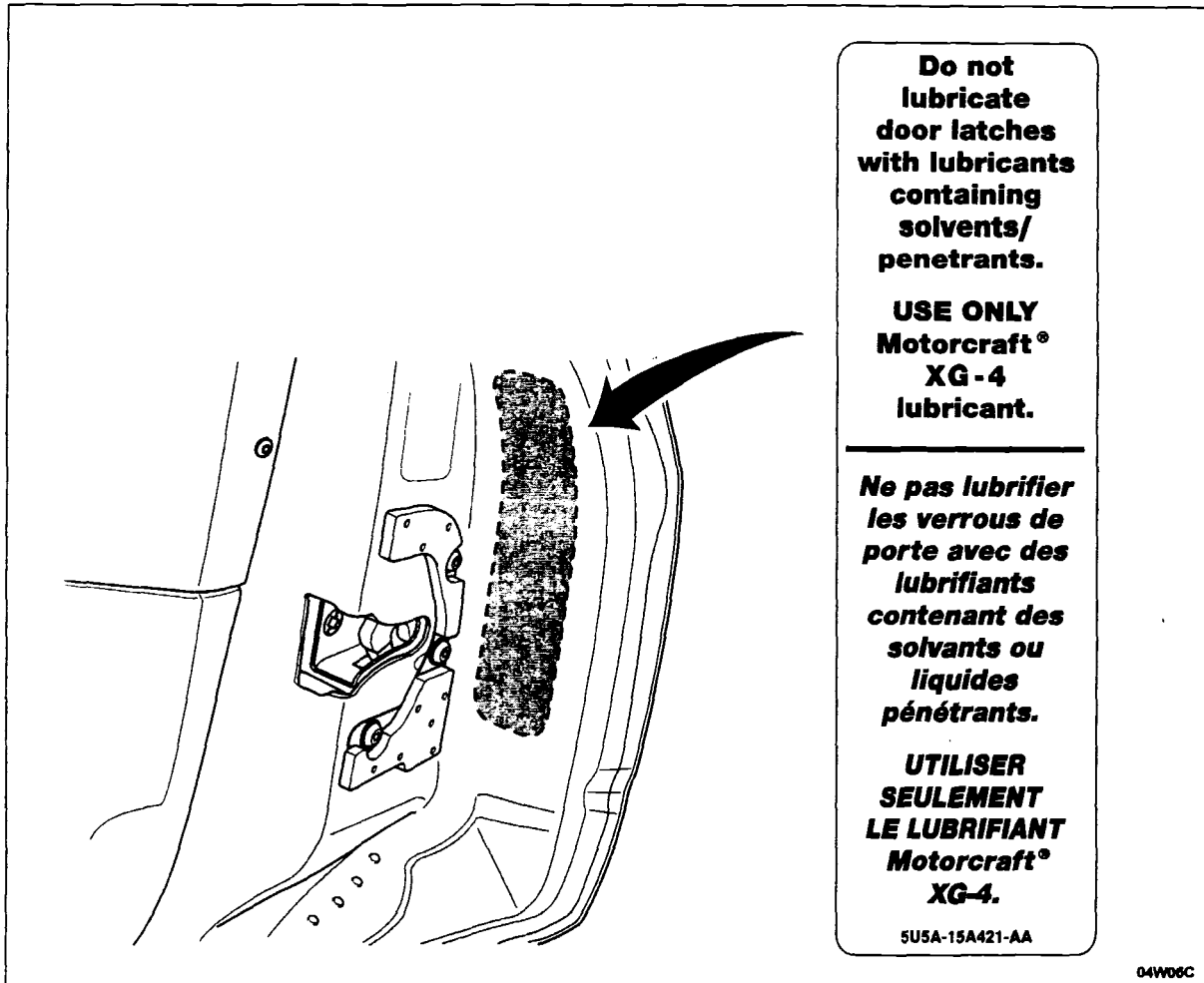


FIGURE 3



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.

- If the latch will not fully close (does not click twice), it must be 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.

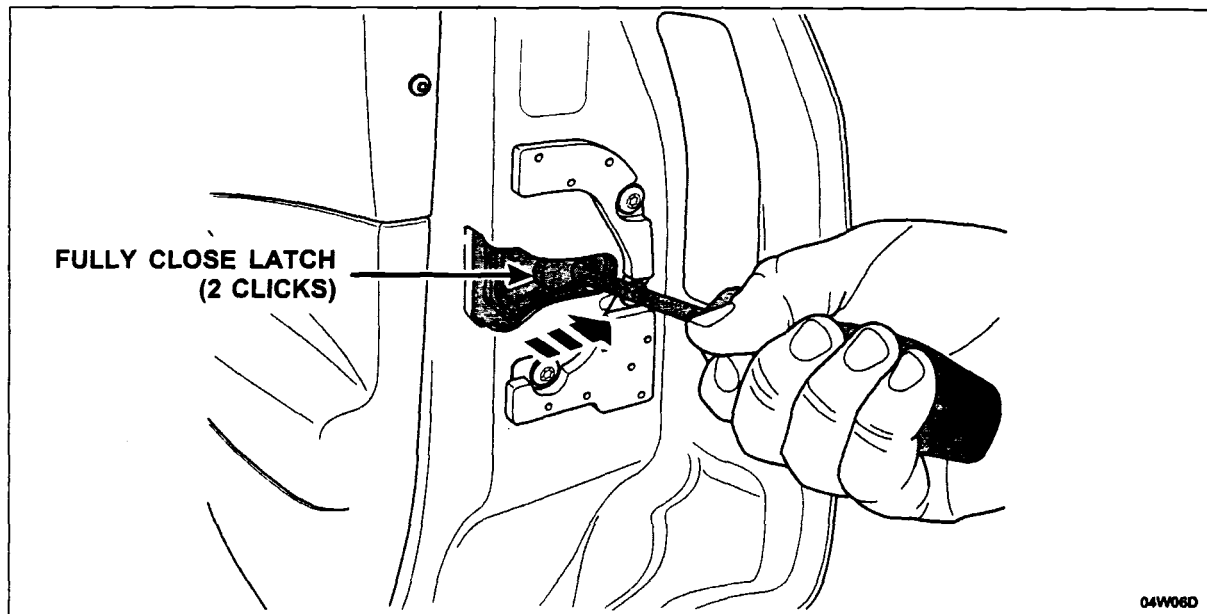


FIGURE 4



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. Refer to the Rear Door Latch Replacement procedure in the 2000, 2001 or 2002 Focus Workshop Repair Manual Section 501-14 for repair instructions.

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

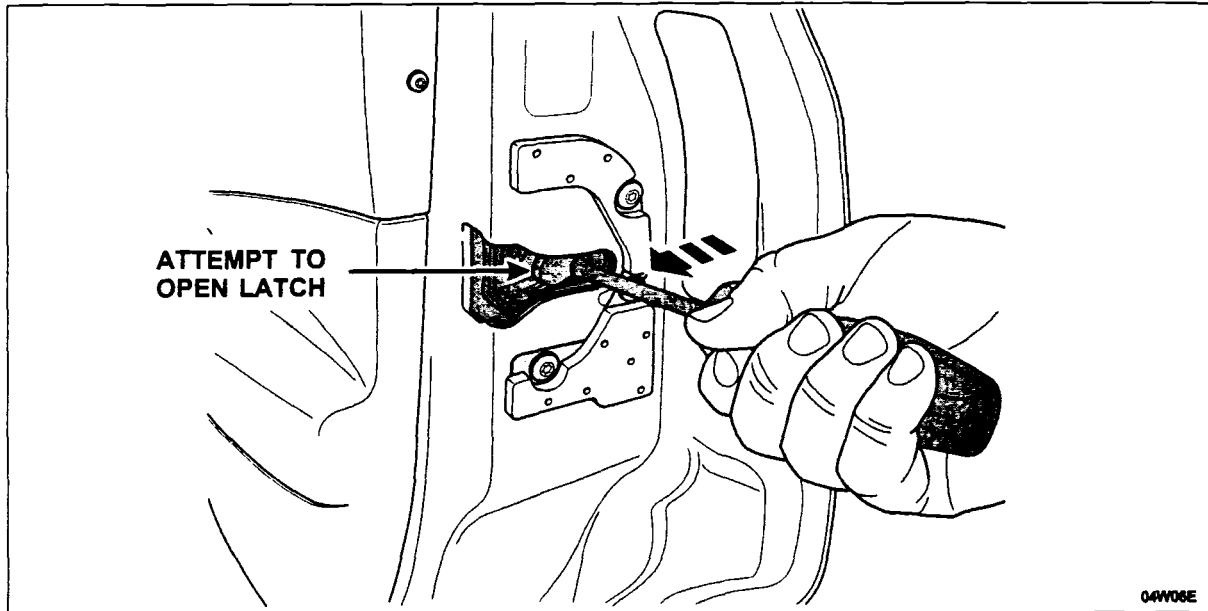


FIGURE 5



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 *new* 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.**

i 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.

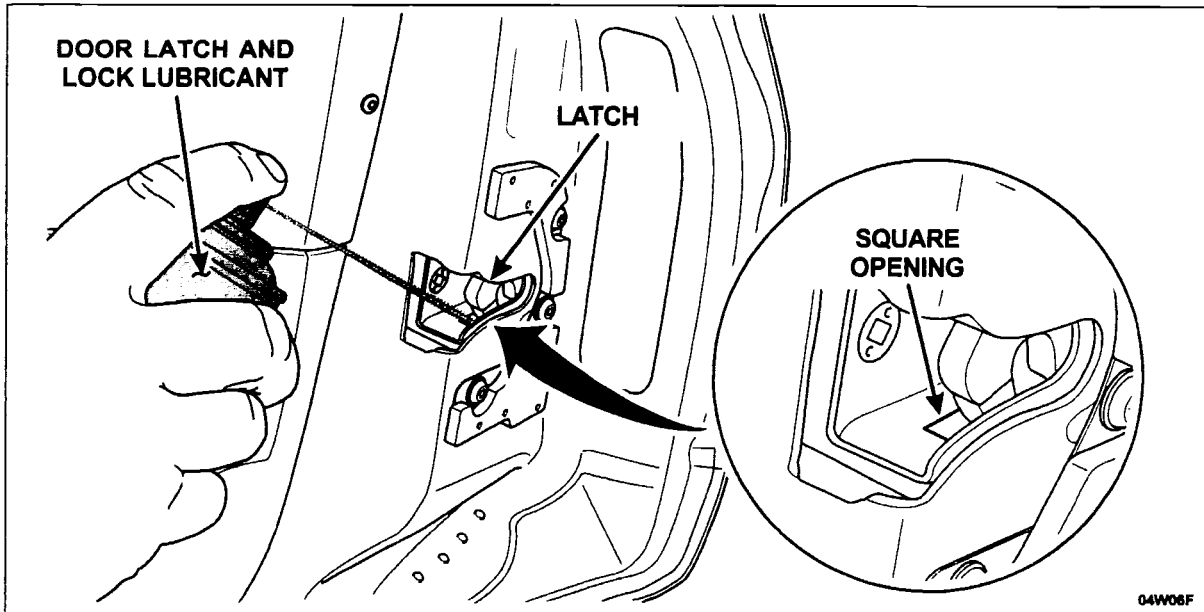
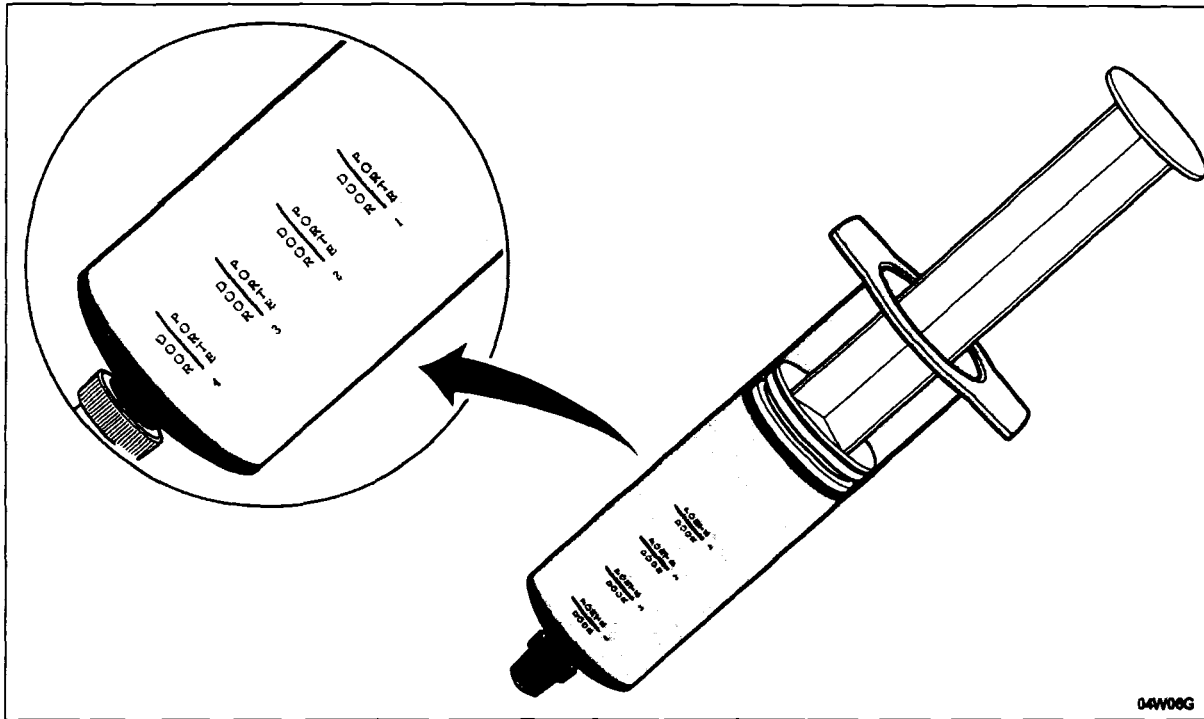


FIGURE 6

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.



04W08G

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.

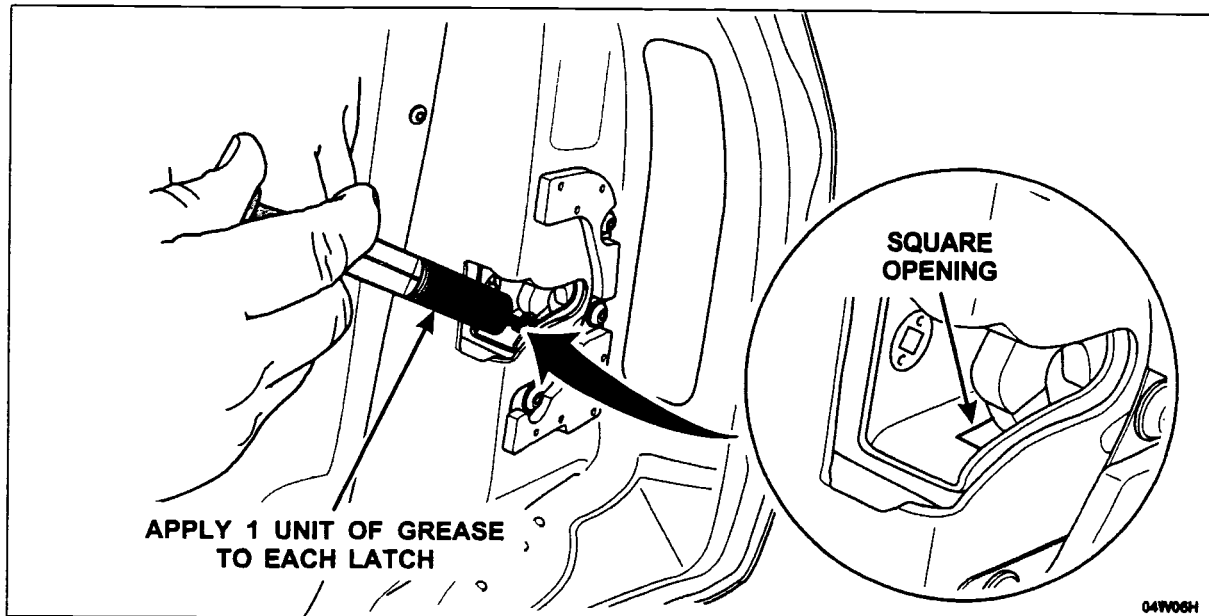


FIGURE 8

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:
All 2000 - 2002 Model Year 4-Door and 5-Door Focus Vehicles
Rear Door Latch Corrosion
Questions and Answers

New!

- 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 FMCDdealer. We anticipate dealers will be able to order parts in early April, 2005.

New!

- 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.



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