



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

February 9, 2015

Mr. Todd Fronckowiak  
Assistant Director, Global Automotive Safety Compliance  
Ford Motor Company  
Fairlane Plaza South, Suite #500  
330 Town Center Drive  
Dearborn, MI 48126-2738

NVS-215SM  
15V-040

**Subject:** Door Handle Return Spring may Unseat

Dear Mr. Fronckowiak:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

FORD/TAURUS/2010-2013  
LINCOLN/MKS/2011-2013

**Mfr's Report Date:** January 27, 2015

**NHTSA Campaign Number:** 15V-040

**Components:**

STRUCTURE:BODY:DOOR

**Potential Number of Units Affected:** 194,889

**Problem Description:**

Ford Motor Company (Ford) is recalling certain model year 2010-2013 Ford Taurus vehicles manufactured December 1, 2009, to July 31, 2010, and 2011-2013 Lincoln MKS vehicles manufactured June 1, 2011, to October 31, 2011. In the affected vehicles, the interior door handle return spring may unseat, causing the door handle not to fully return.

**Consequence:**

If the interior door handle return spring is unseated, the door may unlatch in the event of a side impact crash, increasing the risk of personal injury.

**Remedy:**

Ford will notify owners, and dealers will inspect all four of the interior door handles and either repair or replace them, free of charge. The recall is expected to begin March 16, 2015. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 15S02.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement