



Michael A. Berardi
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Ford Motor Company
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August 18, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Safety Recall 15S16

Certain 2011-2014 Model Year Fiesta and 2013-2014 Model Year Fusion and MKZ
Vehicles
Door Latch Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2011-2014	Cuautitlan	Job-1 2011 model year to 31-May-2013
Fusion	2013-2014	Hermosillo	Job-1 2013 model year to 31-May-2013
Fusion	2014	Flat Rock	Job-1 2014 model year to 31-May-2013
MKZ	2013-2014	Hermosillo	Job-1 2013 model year to 31-May-2013

Affected vehicles are identified in OASIS and FSA VIN lists.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, the door latches have a pawl spring tab that may break. This condition will typically prevent the door from latching. In certain situations where the door is able to be closed, the door may unlatch while driving, increasing the risk of injury.

SERVICE ACTION

Dealers are to replace all four door latches. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: Parts are currently not available in sufficient quantities to repair all vehicles. At this time, customer vehicles should be repaired only if the vehicle arrives at your dealership with a broken door latch (obtain door latch kit and install new door latch on each of the four doors).

OWNER NOTIFICATION MAILING SCHEDULE

To ensure an ample supply of parts are available, owners of affected vehicles will be notified in separate mailings which are expected to begin in October 2015.

PLEASE NOTE:

Federal law requires dealers to complete this 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 \$7,000 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
Owner Notification Letters
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. It can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael A. Berardi". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

Safety Recall 15S16

Certain 2011-2014 Model Year Fiesta and 2013-2014 Model Year Fusion and MKZ Vehicles
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OASIS ACTIVATED

OASIS was activated on April 30, 2015.

FSA VIN LIST ACTIVATED

FSA VIN list was available through <https://web.fsavinlists.dealerconnection.com> on April 30, 2015. Owner names and addresses will be available first quarter 2016.

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.

STOCK VEHICLES

NOTE: In an effort to maintain high levels of owner satisfaction, please ensure you prioritize customer vehicles ahead of repairing your used vehicle inventory.

- Parts are currently not available in sufficient quantities to repair all vehicles affected by Safety Recall 15S16. Parts orders for dealer stock used vehicles with a customer sales contract can be requested through the Special Service Support Center. Due to limited supply of parts, it may not be possible to fill all parts requests.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

NOTE: Until parts are available in sufficient quantities, customer vehicles should be repaired only if the vehicle arrives at your dealership with a broken door latch (obtain door latch kit and install new door latch on each of the four doors).

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

ADDITIONAL LABOR TIME AND/OR PARTS

Dealers are pre-approved to claim up to \$100 in additional parts that may be damaged during the completion of this safety recall.

Contact the SSSC if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair (above \$100 as noted above).
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC prior to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. Requests for approval after completion of the repair may not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

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OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- 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. Owners are directed 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 pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with door latch replacement.

RENTAL VEHICLES

Ford Motor Company will pay for up to two days of vehicle rental use. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but must not exceed the stated daily rate. Rentals will only be reimbursed for the days the vehicle is at the dealership for part replacement. Prior approval for more than two rental days is required from the SSSC.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
 - DWE: Refer to ACESII manual for claims preparation and submission information.
 - OWS: When entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (15S16) is the sub code.
- Claim Related Damage using Program Code/sub code 15S16 on a repair line that is separate from the repair line on which the FSA is claimed with the related damage flag checked. Additional labor and/or more than \$100 in parts require prior approval from the Special Service Support Center.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".
- Submit refunds on a separate repair line.
 - Program Code: 15S16
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace all four door latches	15S16B	3.1 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
DE8Z-54264A26-B	Fiesta with Keyless Entry – Kit of four door latches	1
DE8Z-54264A26-A	Fiesta without Keyless Entry* – Kit of four door latches	1
DS7Z-54264A26-A	Fusion and MKZ – Kit of four door latches	1

*Fiesta vehicles without Keyless Entry are equipped with a lock cylinder in the passenger front door.

The DOR/COR number for this recall is 50594.

To manage part availability, dealers must contact the SSSC through the web link at the bottom of the OASIS screen for the applicable VIN to order or inquire about parts.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 “WARRANTY PARTS RETENTION AND RETURN POLICIES.”

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 2011-2014 MODEL YEAR FIESTA AND 2013-2014 MODEL YEAR FUSION AND MKZ VEHICLES — DOOR LATCH REPLACEMENT

SERVICE PROCEDURE

FUSION AND MKZ VEHICLES

NOTE:

- To view a video demonstrating the removal and installation of the exterior door handle while installed on the vehicle, click the video icon. 
- To view a video demonstrating the removal and installation of the exterior door handle on a bench for additional clarity, click the video icon. 
- If you experience difficulty removing and/or installing the exterior door handle, you may need to reset the door handle reinforcement. To view a video that will aid technicians in understanding how to reset the door handle reinforcement, or to further understand how the exterior door handle and door reinforcement function, click the video icon. 

FUSION, MKZ AND FIESTA VEHICLES

1. Replace all four door latches. For additional information, refer to WSM Section 501-14.

