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May 15, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 15S16 – Supplement #4**
Certain 2011-2014 Model Year Fiesta and 2013-2014 Model Year Fusion and MKZ
Vehicles
Door Latch Replacement

New! REASON FOR THIS SUPPLEMENT

*Ford Motor Company has determined that some vehicles claimed by dealers as repaired under Safety Recall 15S16 did not receive the claimed repairs. To ensure repairs are completed as directed, dealers are required to provide enhanced documentation supporting the completeness of repairs with repair order open dates of May 15, 2020 and later. **This information must be submitted via a new Dealer Self Service contact type through the SSSC, and will require the following on all repairs:***

- *Latch date codes of both the old and new latches*
- *Photos of the new latches installed in the vehicle, along with a photo of the VIN*
- *Responses to several survey questions about the vehicle and repair*
- *Documentation of Service Manager sign-off on the repair order (image, scan, or PDF).*

AFFECTED VEHICLES

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

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the door latches have a pawl spring tab that may break. This condition will typically prevent the door from latching.

If the customer is able to latch the door after repeated attempts to shut the door, there is potential 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.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed by the week of May 1, 2017. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

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 \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

New! 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. The SSSC Web Contact Site 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,



David J. Johnson

Safety Recall 15S16 – Supplement #4
Certain 2011-2014 Model Year Fiesta and 2013-2014 Model Year Fusion and MKZ Vehicles
Door Latch Replacement

OASIS ACTIVATION

OASIS was activated for all vehicles by March 28, 2017.

FSA VIN LIST ACTIVATED

FSA VIN lists were available through <https://web.fsavinlists.dealerconnection.com> by March 28, 2017 for all vehicles. Owner names and addresses were available on May 1, 2017.

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

- Correct all affected new and used units in your inventory before delivery.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

DEALER-OPERATED RENTAL VEHICLES

A new law prohibits a Rental Company from selling, renting or leasing vehicles subject to a safety or compliance recall. This could impact dealer-operated rental fleets of 35 vehicles or more, including FRAC, LRAC, and DDR vehicles. Please see EFC04833 for details and consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

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

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, dealers are pre-approved to claim up to \$100 in related damage.
 - For claims exceeding the pre-approved amount, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

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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

Rental vehicles are not approved for this program.

New! CLAIMS PREPARATION AND SUBMISSION

- *Dealer Self Service contacts*
 - *This SSSC contact type generates the approval code required to submit claims in OWS.*
 - *Use DEALER SELF SERVICE type contacts ONLY.*
 - *Only RO NUMBER, RO LINE, and RO OPEN DATE are required repair order information.*
 - *Dealers are responsible for the accuracy of all information submitted in contacts.*
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 15S16 is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
 - *The required Dealer Self Service approval code must be submitted on the program line. It is not to be used for related damage lines.*
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.
IMPORTANT: Click the Related Damage Indicator radio button.
- **Refunds:** 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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New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<i>Administrative time to inspect and record old and new latch date codes, bench test, obtain service manager sign off on the R.O. and upload photos and survey responses. For repairs with R.O. open dates of May 15, 2020 and later. Claim in addition to ONE of the appropriate labor operations listed below.</i>	15S16AA	1.1 Hours
2011-2014 Fiesta - Replace all four door latches	15S16BB	1.5 Hours
2013-2014 Fusion/MKZ - Replace all four door latches	15S16CC	1.8 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

One kit contains all required latches for a vehicle repair. Only one kit should be claimed per VIN.

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.

Order your parts through normal order processing channels.

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

NEW ! SERVICE PROCEDURE

1. Open the driver's side front door. Take a picture of the Vehicle Identification Number (VIN) sticker on the lower A-pillar. This picture will need to be submitted in the Special Service Support Center (SSSC) web questionnaire.
2. Inspect and record the date codes on all four door latches. This information will need to be submitted in the SSSC web questionnaire.

NOTE: Build date can be comprised of numbers or letters up to 7 digits in length.

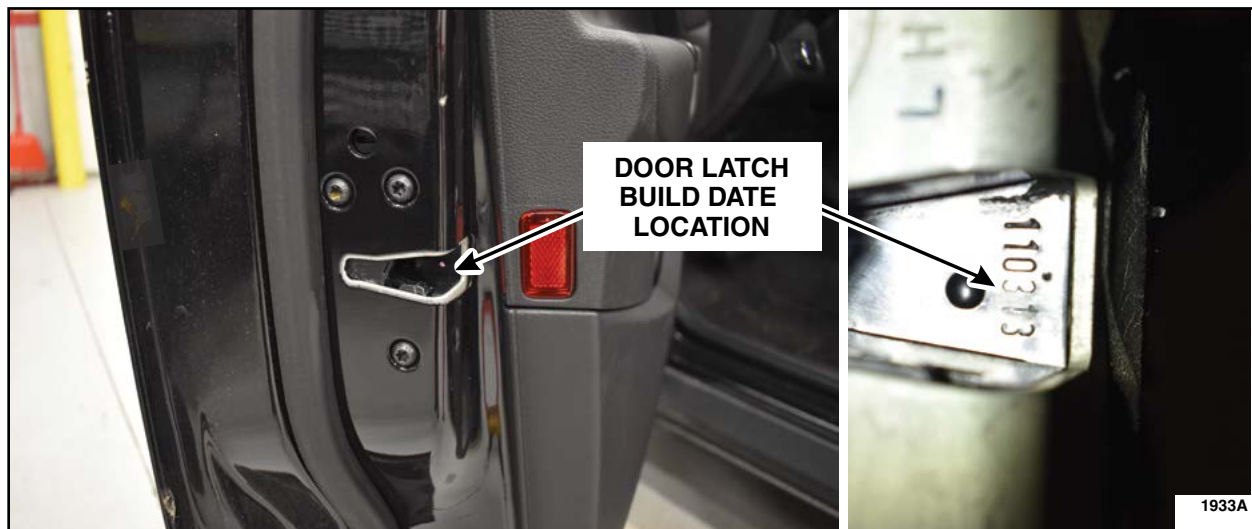





FIGURE 1

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

NOTE: Videos demonstrating the complete repairs can be found below.

Fusion/MKZ  **Fiesta** 

1. Replace all four door latches. For additional information, refer to Workshop Manual (WSM) Section 501-14.
2. As each old door latch is removed, perform the Door Latch Functionality Bench Test on page 4.
3. When repairs are complete, verify the presence of a child lock in each of the rear door latches. See Figure 2.

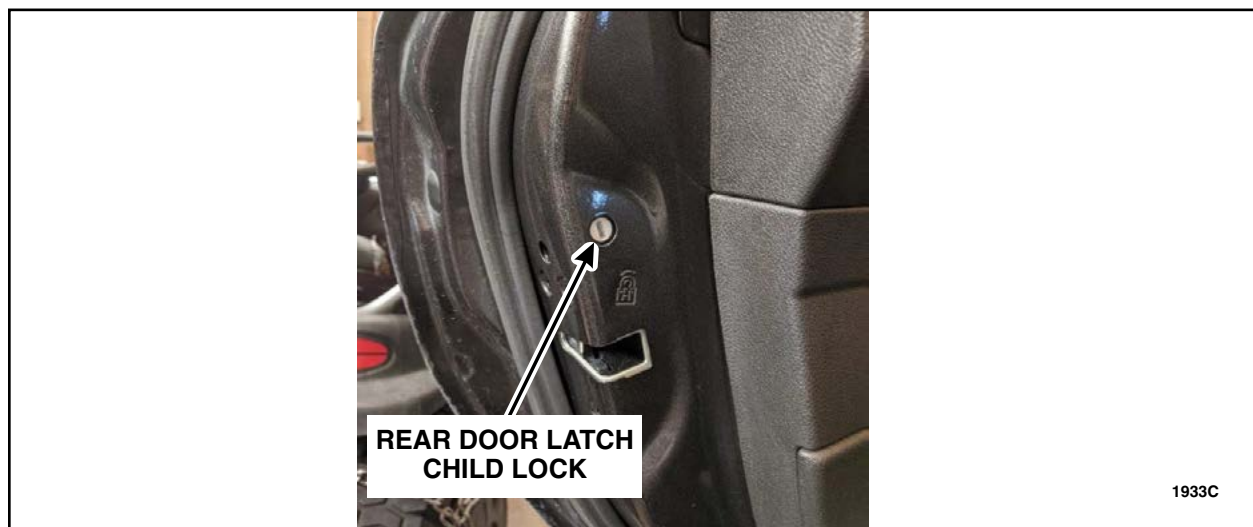


FIGURE 2



4. Once the **new** latches have been installed in the vehicle, record all four date codes of the **new** latches. Additionally, capture a picture of the date code of each new door latch (four pictures total) showing them installed in the vehicle. These pictures will need to be submitted in the SSSC web questionnaire. See Figure 3.

NOTE: If there is grease or debris covering the door latch build date, use a shop rag to wipe away the grease prior to taking the picture.

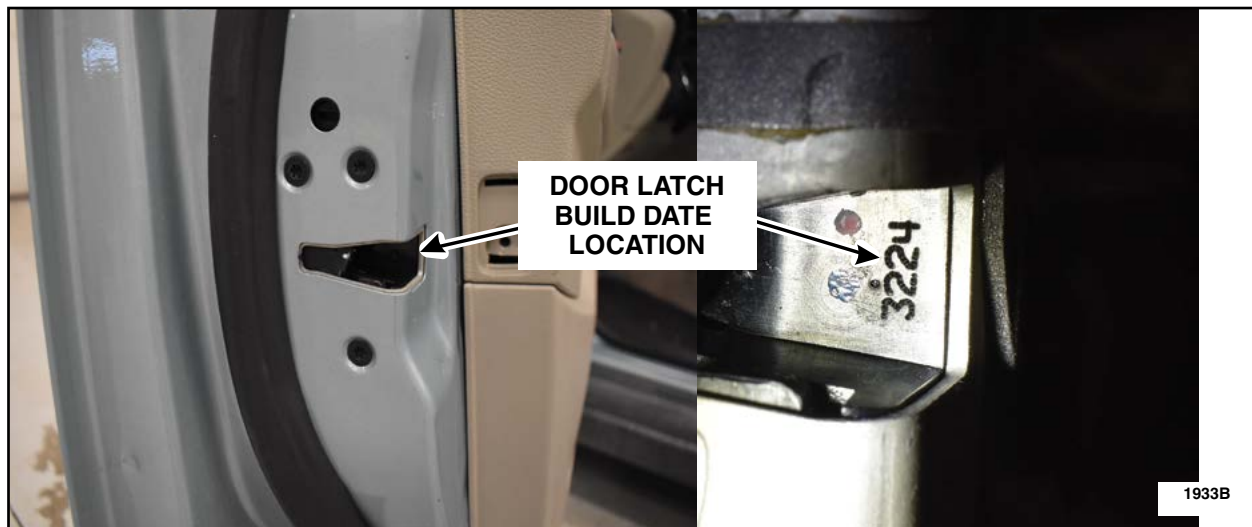


FIGURE 3

5. The service manager must inspect the vehicle to confirm that repairs were completed. Obtain service manager sign-off on the repair order. This will be needed to be submitted in the SSSC web questionnaire (image, scan, or PDF).



NEW ! Door Latch Functionality Bench Test

NOTE: Once the door latches have been removed, perform the Door Latch Functionality Bench Test. Record the data for use in the SSSC web questionnaire.

NOTE: Video demonstrating the complete Door Latch Functionality Bench Test can be found below. Rear door latch shown, Front door latch similar.

Bench Test 

1. Using a suitable screwdriver, insert and engage the door latch mechanism. See Figure 4.

NOTE: Rear door latch shown, Front door latch similar.



FIGURE 4

2. Turn the door latch on its side, and slide the interior handle release lever to release the latching mechanism. See Figure 5.



FIGURE 5



3. With the interior handle release lever engaged, place screwdriver back in the latch and verify that the latch releases. See Figure 6.



FIGURE 6

4. Re-engage the latch with the screwdriver. See Figure 4.

5. After the latch has been placed in the latched position, take a second screwdriver and actuate the exterior handle release lever. See Figure 7.

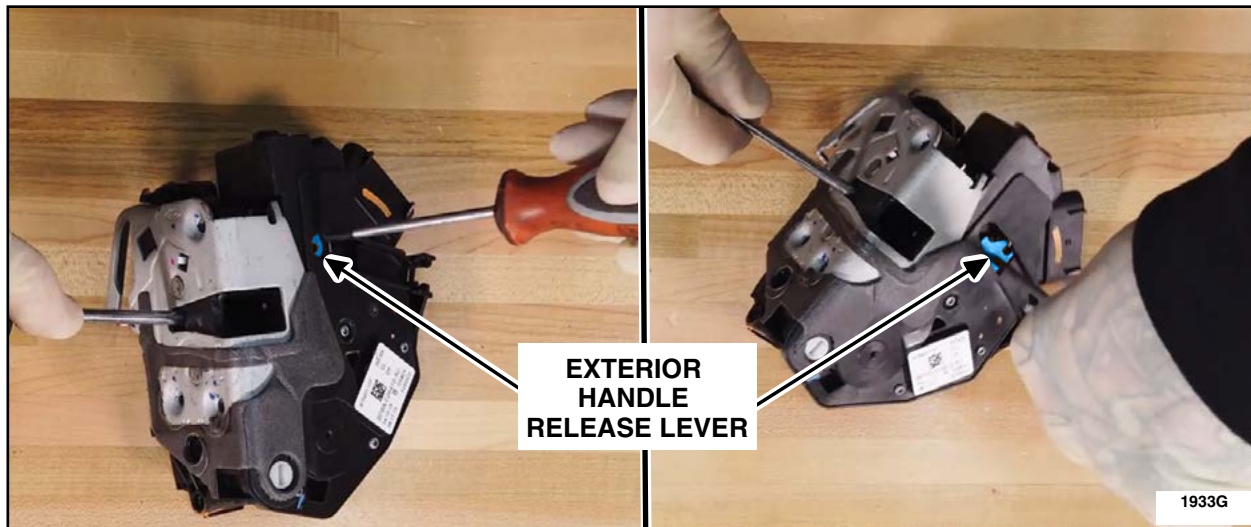


FIGURE 7



6. With the exterior handle release lever engaged, verify that the latch releases. See Figure 8.



FIGURE 8

