



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

July 16, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Advance Notice - Safety Recall 15S16 – Supplement #2**
Certain 2011-2014 Model Year Fiesta and 2013-2014 Model Year Fusion and MKZ
Vehicles
Door Latch Replacement

REASON FOR THIS SUPPLEMENT

- *Provide refund claiming instructions for customers that have paid for door latch replacement due to expired warranty coverage.*

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. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on April 30, 2015.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, the side 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

A complete Dealer Bulletin will be provided to dealers the third quarter 2015 when it is anticipated that initial parts ordering information and repair instructions will be available to support this safety recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

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 prior to delivery

New! 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. Owners will be 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.*

New! CLAIMS PREPARATION AND SUBMISSION

- *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.*

QUESTIONS

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

Sincerely,



Michael A. Berardi