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July 31, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S30 - Supplement #5
 Certain 2013-2015 Model Year C-MAX and Escape, 2012-2015 Focus, 2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles
 Side Door Latch Replacement

New! REASON FOR THIS SUPPLEMENT

Labor Allowances: Updated to reflect process changes announced for directed repairs. All claims with a repair date on or after August 1, 2017 must use updated labor times to reflect the updated service labor time standard process.

Technical Instructions: Updated to include a required tool list and videos to assist in the repair process.

A 5-minute video announcing changes to the Service Labor Time Standards (SLTS) development process for Recalls and Technical Service Bulletins (TSBs) has been posted. The video describes the updated labor time development process and actions implemented for improved Technician efficiency. The video can be accessed [here](#).

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
C-MAX	2013-2015	Michigan	January 19, 2012 through January 31, 2015
Escape	2013-2015	Louisville	October 5, 2011 through January 31, 2015
Focus	2012-2015	Michigan	August 1, 2010 through January 31, 2015
MKC	2015	Louisville	August 20, 2013 through January 31, 2015
Mustang	2015	Flat Rock	February 11, 2014 through April 30, 2015
Transit Connect	2014-2016	Valencia (Spain)	August 1, 2013 through February 1, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, the pawl spring tab in a side door latch may break, which may make the door difficult to latch. A door that opens while driving increases the risk of injury.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles, dealers are to replace the following door latches:

- C-MAX, Escape, Focus, MKC four side door latches
- Mustang two side door latches
- Transit Connect two sliding door latches

SEED STOCK AND ONE FOR ONE PART REPLENISHMENT PLAN

A replenishment provision to automatically order additional parts based on paid warranty claims will be in place until open ordering is available. Please see Attachment II for details.

OWNER NOTIFICATION MAILING SCHEDULE

Owners in Arizona, Florida, Nevada, New Mexico, Oregon, Texas, and Utah were notified in January, 2017. Owners in the other 43 states will be notified in phases beginning in Second Quarter 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
Attachment IV: Dealer Q & A
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,



Michael A. Berardi

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OASIS ACTIVATION

OASIS was activated on August 26, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on August 26th, 2016. Owner names and addresses will be available when owner mailings have completed.

NOTE: Your FSA VIN Lists 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.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- As parts become available, 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.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

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 vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
 - 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 \$100.00 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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Certain 2013-2015 Model Year C-MAX and Escape, 2012-2015 Focus,
2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles
Side Door Latch Replacement

OWNER REFUNDS

- **This safety recall must 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 side-door latch replacement.

RENTAL VEHICLES

Dealers are pre-approved for up to one day for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the SSSC via the SSSC Web Contact Site.

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 (16S30) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- 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: 16S30
 - 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.

NOTE: Parts will be replenished based upon paid claims, it is important for dealers to file and follow up on rejected claims in a timely manner.

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Certain 2013-2015 Model Year C-MAX and Escape, 2012-2015 Focus,
2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles
Side Door Latch Replacement

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace both side door latches – Mustang	16S30L	1.3 Hours
Replace both sliding door latches – Transit Connect	16S30M	1.0 Hours
Replace all side door latches – C-MAX	16S30N	1.5 Hours
Replace all side door latches – Focus	16S30P	1.5 Hours
Replace all side door latches – Escape	16S30Q	1.4 Hours
Replace all side door latches – MKC	16S30R	1.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: Beginning May 22, 2017, only part number CJ5Z-54264A26-A will continue on the one for one replenishment process.

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

Part Number	Description	Order & Claiming Quantity
CJ5Z-54264A26-A	C-MAX / Escape / 2012-2014 Focus / MKC Door Latch Kit (contains 4 latches)	1
CJ5Z-54264A26-B	2015 Focus Door Latch Kit (contains 4 latches)	1
CJ5Z-54264A26-C	Mustang Door Latch Kit (contains 2 latches)	1
CJ5Z-54264A26-D	Transit Connect Door Latch Kit (contains 2 sliding door latches)	1

The DOR/COR number for this program is 51057.

To ensure an equitable distribution of the available part kits, the CJ5Z-54264A26-A door latch kit will be managed using a one for one replenishment process to dealers until further notice.

One for One Part Replenishment: Beginning the week of January 2, 2017, Ford began replenishment of primary P&A code dealer stock on a daily basis. Beginning the week of January 30, Ford will replenish secondary P&A codes by shipping to the primary P&A code location.

Replenishment is based on the part number listed on warranty claims paid. For example, a dealer received an initial distribution of ten CJ5Z-54264A26-A parts in December 2016 and submits two claims that are paid. Ford will then automatically order two CJ5Z-54264A26-A parts on behalf of the dealer. No action is required by the dealer to order these parts. This replenishment process may be suspended if parts supply constraints prevent additional shipments.

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Certain 2013-2015 Model Year C-MAX and Escape, 2012-2015 Focus,
2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles
Side Door Latch Replacement

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

- Parts will be replenished based on paid claims, it is important for dealers to file claims and follow up on rejected claims in a timely manner.
- For the small percentage of dealers that do not receive an initial distribution of parts, parts may be ordered by submitting a VIN-specific Part Order contact type via the SSSC Web Contact Site.
- If a dealer wishes to discontinue their one for one part replenishment, contact the SSSC via the SSSC Web Contact Site. Please note that removing a dealership P&A Code from the one for one replenishment program is a permanent action.
- Beginning January 2017, dealers will be able to view their initial parts distribution and one for one part replenishment status on the PTS website under the white SSSC tab. Select the Part Seed Stock Status menu for details.
- 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 2013-2015 MODEL YEAR C-MAX AND ESCAPE, 2012-2015 FOCUS, 2015 MKC AND MUSTANG, AND 2014-2016 TRANSIT CONNECT VEHICLES - SIDE DOOR LATCH REPLACEMENT

OVERVIEW

In the affected vehicles, the pawl spring tab in a side door latch may break, which may make the door difficult to latch. A door that opens while driving increases the risk of injury. Before demonstrating or delivering any new in-stock vehicles, dealers are to replace the following door latches:

- C-MAX, Escape, Focus, MKC - all four side door latches.
- Mustang - two side door latches.
- Transit Connect - two sliding door latches.

NEW! SERVICE PROCEDURE

NOTE: Videos demonstrating the complete repairs on Focus and Escape vehicles can be found below.
 Focus  Escape 

Recommended Tool List:

1/4" Drive Sockets 5.5mm, 7mm, 10mm (Combination of Long and Short)
1/4" Drive Torx Bits T-20, T-25, T27, T-30, T35 (Combination of Long and Short)
1/4" Drive Extension 3 in (76 mm) to 6 in (152 mm)
1/4" Drive Cordless Impact Driver
1/4" Ratchet
1/4" Torque Wrench
Needle Nose Pliers
Plastic Trim Tools
Small Flathead Pocket Screwdriver
Large Flathead Screwdriver
Flash Light
Telescoping Magnet
Straight and Curved Pick
Long Reach Trim Pry Tool 15 in (381 mm)



IMPORTANT: If equipped, ensure that the blocking lever and blocking lever spring are transferred to the *new* door latch, along with all other components removed from the old door latch.
See Figure 1.

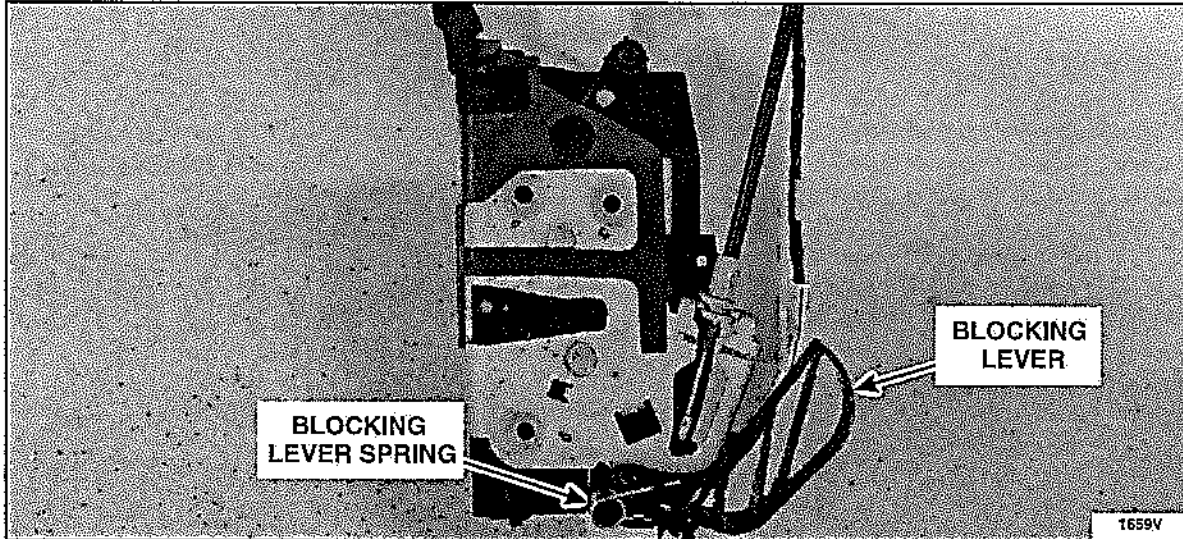


FIGURE 1

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C-MAX and Focus Vehicles

NOTE: For front door latch replacement, it is not necessary to remove the door modules, speakers, or water shield. To access components for removal, position aside the water shield as needed. See Figure 2.

1. Replace the front and rear side door latches. Please follow the Workshop Manual (WSM) procedures in Section 501-14.

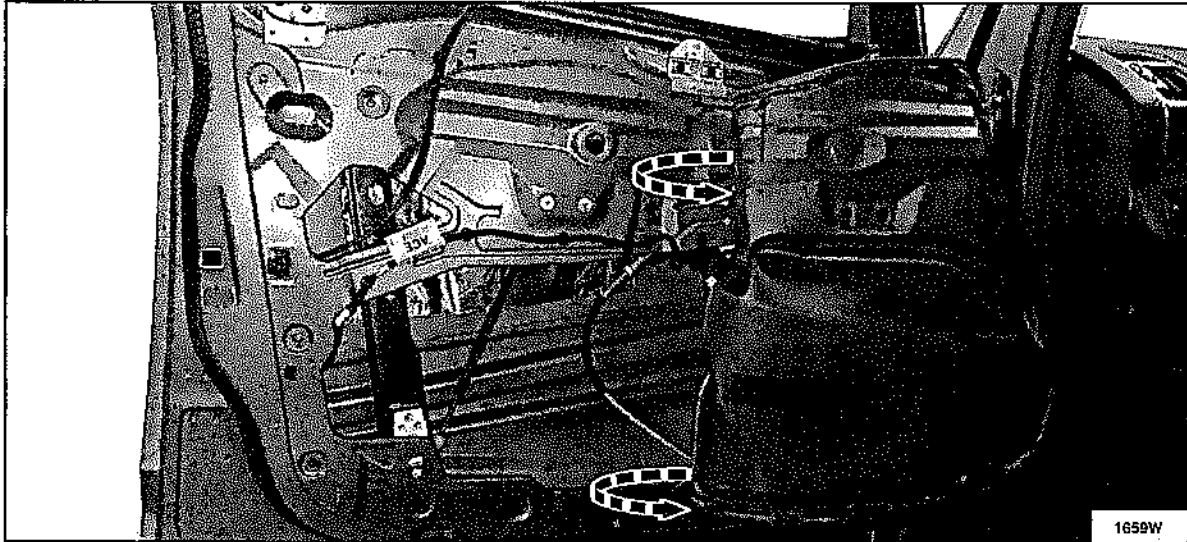


FIGURE 2

Escape and MKC Vehicles

NOTE: For front door latch replacement, it is not necessary to completely remove the window regulator. Remove the two bolts and position aside the outer portion of the window regulator. See Figure 3.

1. Replace the front and rear side door latches. Please follow the WSM procedures in Section 501-14.

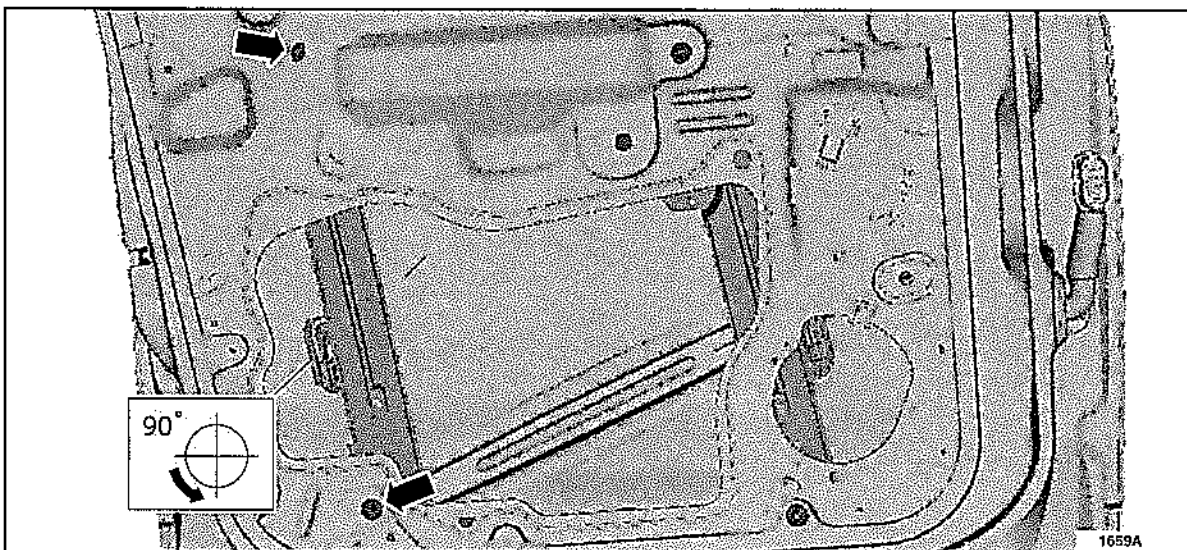


FIGURE 3



Transit Connect Vehicles

NOTE: Only the RH and LH sliding door latches are affected on Transit Connect Vehicles.

1. Remove the sliding door trim panel. Please follow the WSM procedures in Section 501-05.
2. Raise the sliding door glass to the full up position. See Figure 4.

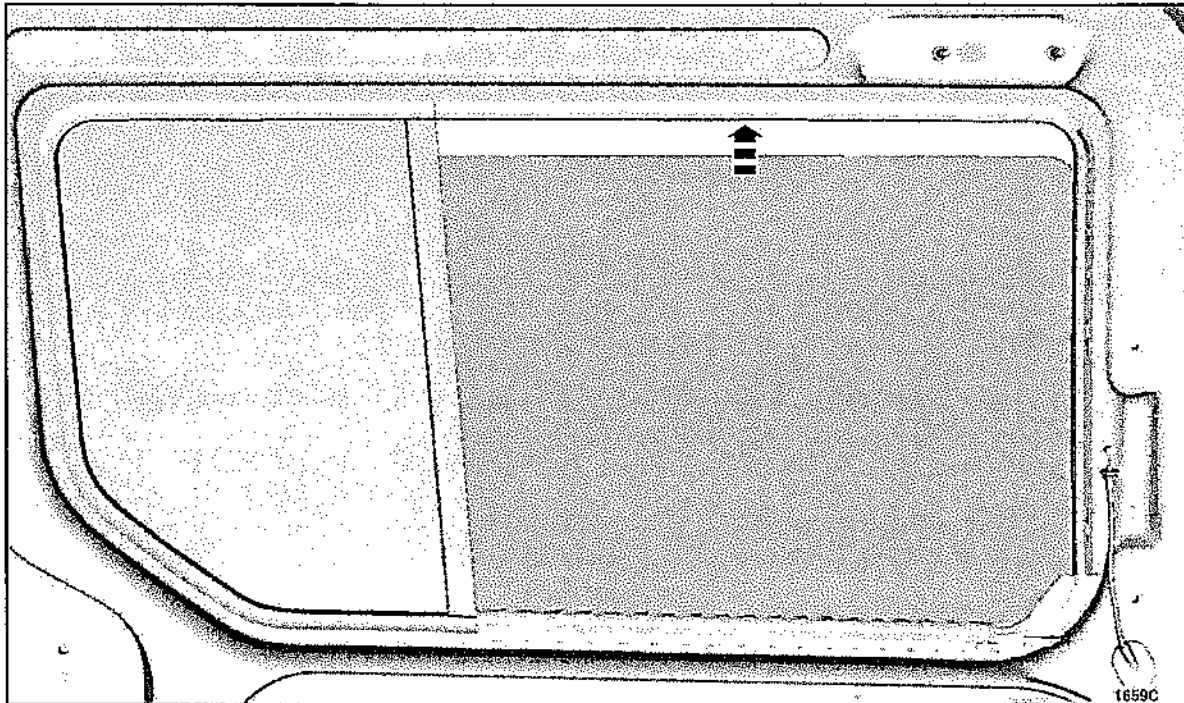


FIGURE 4



3. Remove the sliding door watershield using an interior trim remover tool. See Figure 5.

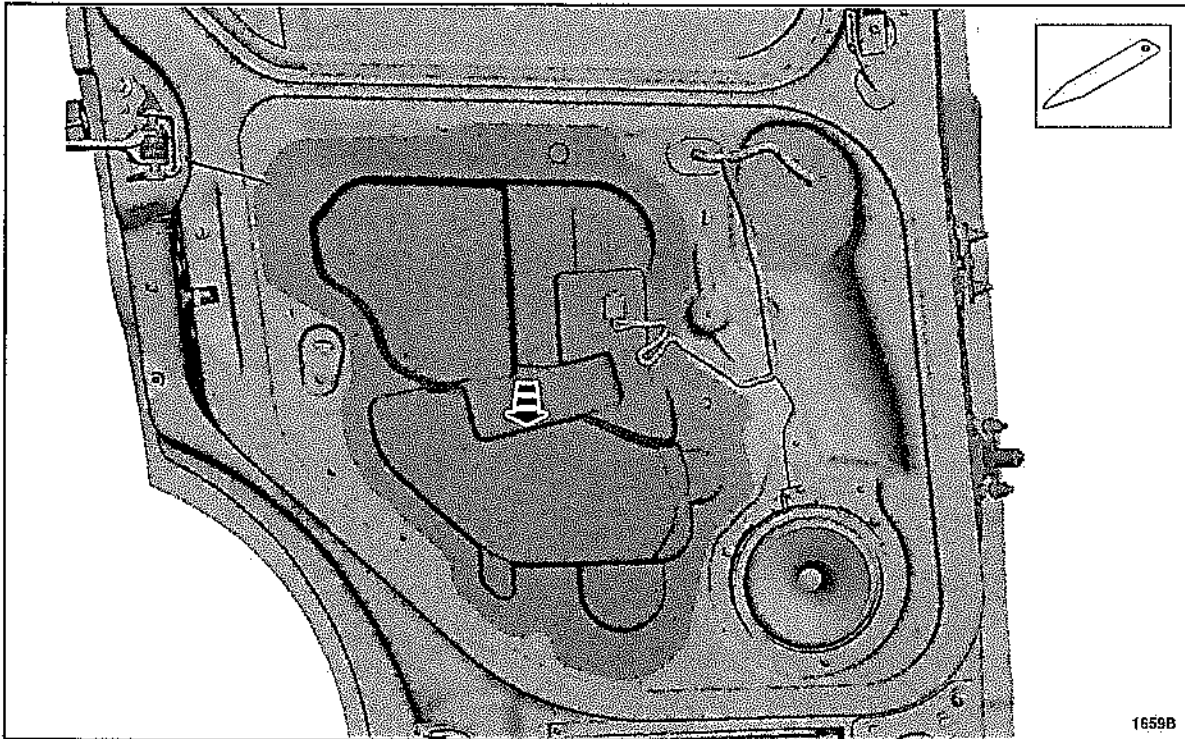


FIGURE 5

4. Remove the sliding door latch bolts. See Figure 6.

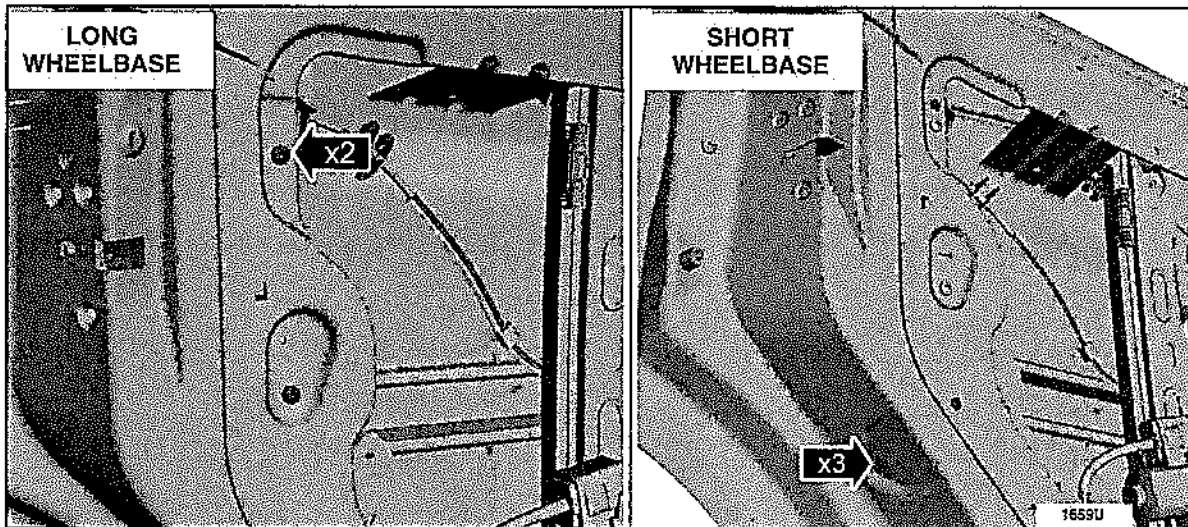


FIGURE 6



5. Remove the sliding door latch bolts. See Figure 7.

- Torque: 106 lb.in (12 Nm).

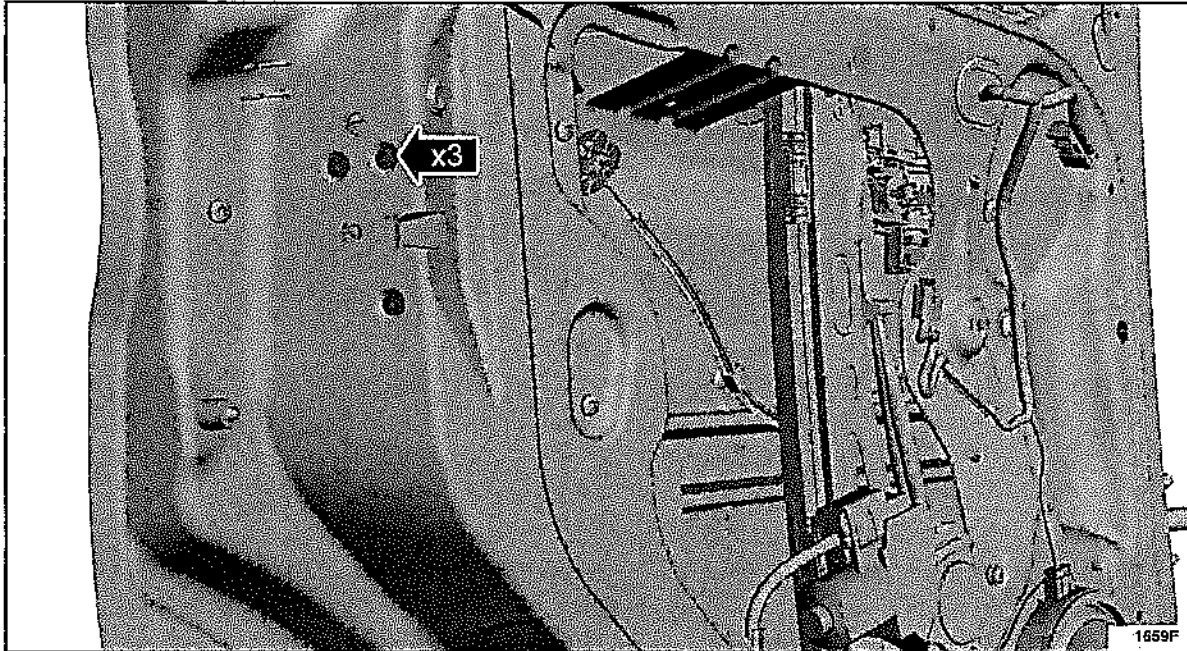


FIGURE 7

6. Disconnect the electrical connector from the sliding door latch. See Figure 8.

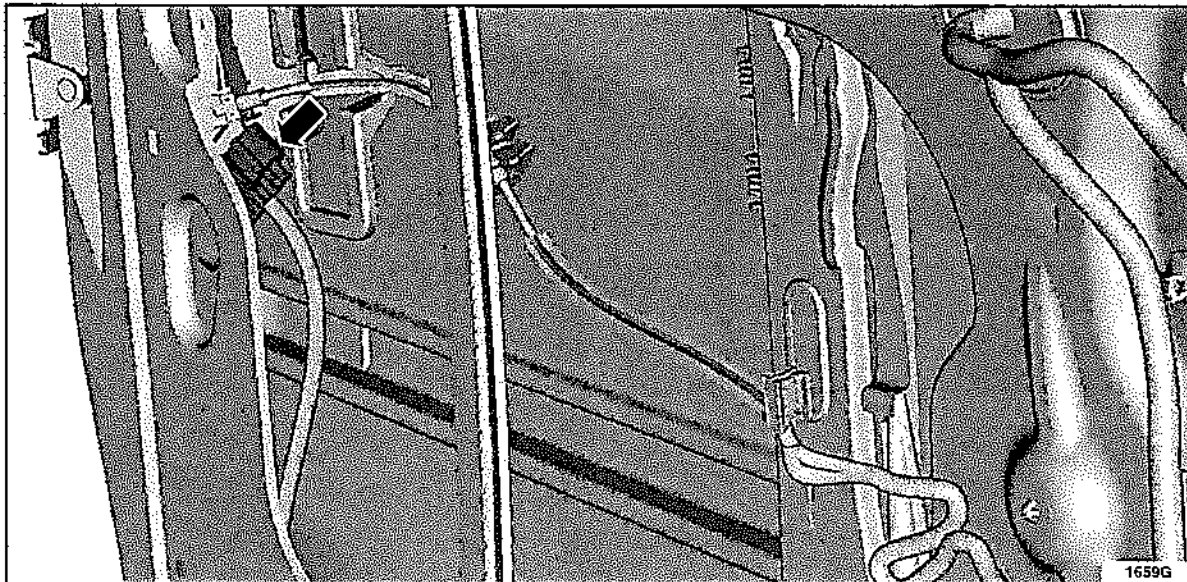


FIGURE 8



7. Position the sliding door latch out of the sliding door. See Figure 9.

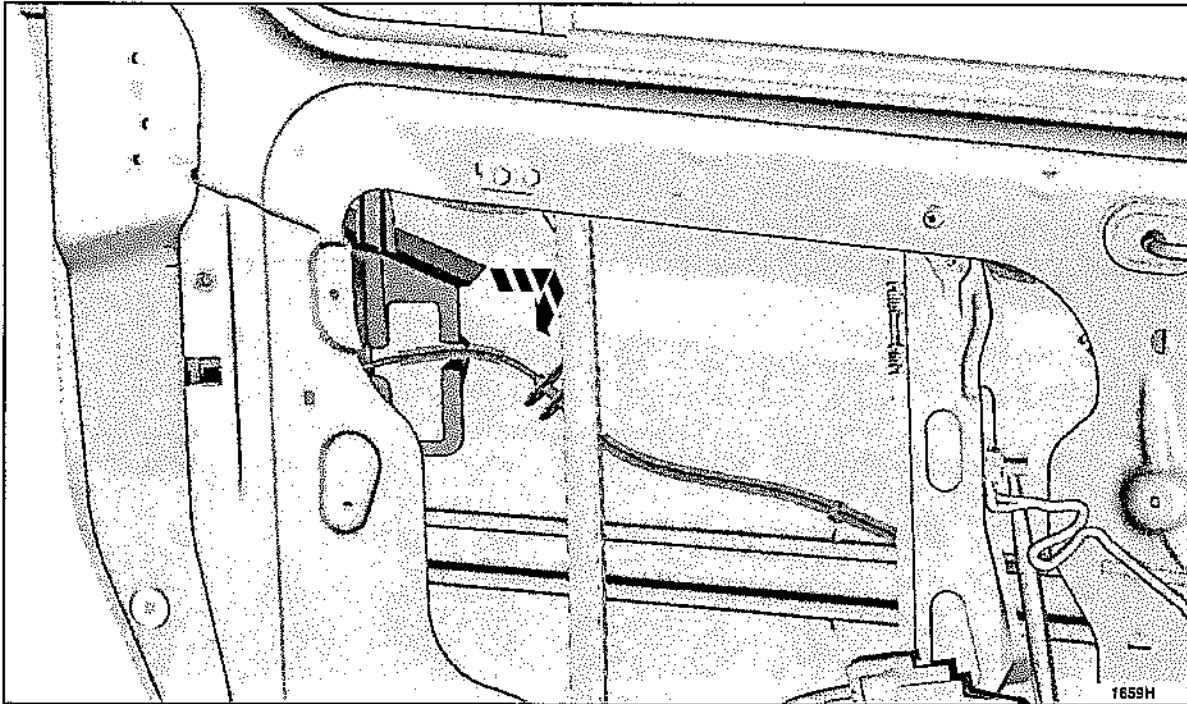


FIGURE 9

8. Disconnect the interior and exterior sliding door latch cables. Remove and discard the sliding door latch. See Figure 10.



FIGURE 10

NOTE: When installing the *new* sliding door latches, align the child lock actuator with the slot in the sliding door before installing the sliding door latch bolts.

9. To install *new* sliding door latches, reverse the removal procedure.



Mustang Vehicles

NOTE: Use this procedure to service the side door latches.

1. Remove the front door trim panel. Please follow the WSM procedures in Section 501-05.
2. Align and apply masking tape or equivalent to window glass fore and aft along window seals as reference points for alignment during re-installation of the window glass. See Figure 11.

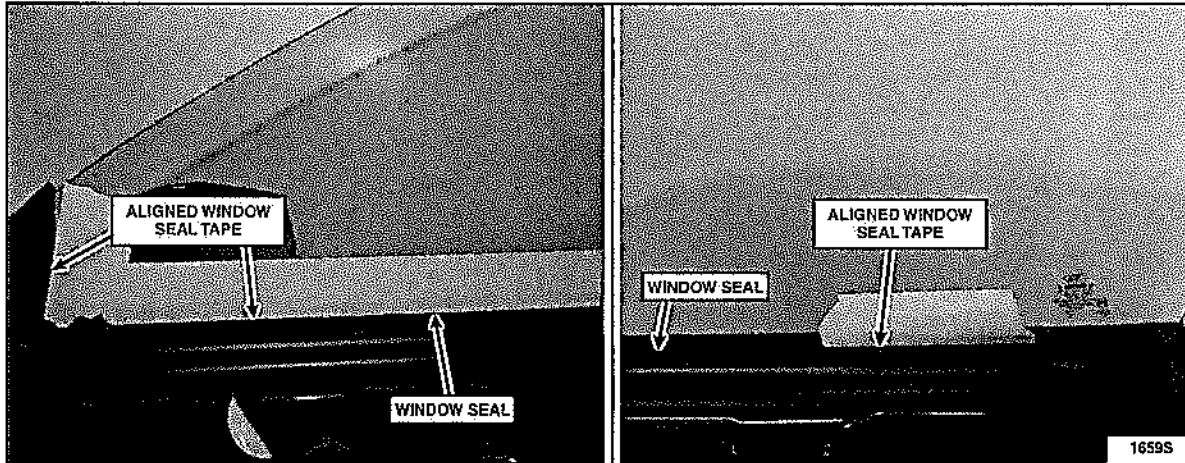


FIGURE 11

NOTE: BEFORE removing the fasteners, mark all of the fasteners for the aft front door glass run and front door window regulator with a paint pen or permanent marker. See Figure 12.

3. Replace both side door latches. Please follow the WSM procedures in Section 501-14.

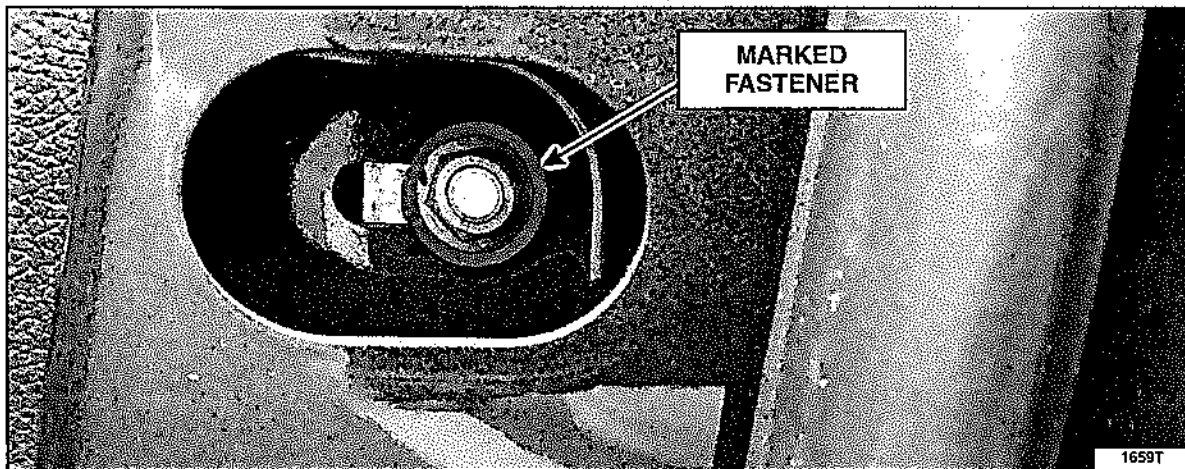


FIGURE 12

NOTE: When reinstalling the window glass, align the tape with the window seal to ensure proper fit before tightening the fasteners. Door window glass adjustment is not necessary when following this procedure. See Figure 11.



**Ford Motor Company
Recall Reimbursement Plan for 16S30**

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.

Regarding the specific reimbursement plan for Recall # 16S30, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to October 31, 2016. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2015. The following is the text of that letter and the Plan:

**General Recall Reimbursement Plan
(As submitted to the NHTSA)**

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2015 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.