



David J. Johnson
 Director
 Service Engineering Operations
 Ford Customer Service Division

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

May 15, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S30 - Supplement #7**
 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

Ford Motor Company has determined that some vehicles claimed by dealers as repaired under Safety Recall 16S30 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
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 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

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

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 were notified by the end of 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

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

DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S30 - Supplement #7

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OASIS ACTIVATION

OASIS was activated for all vehicles by August 26, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN lists were available through <https://web.fsavinlists.dealerconnection.com> by August 26th, 2016. Owner names and addresses were available when owner mailings were 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.
- 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.

STOCK VEHICLES

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

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 \$100.00 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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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

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 16S30 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: 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.

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Side Door Latch Replacement

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>	16S30AA	1.1 Hours
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

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.

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

NEW ! SERVICE PROCEDURE

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

Focus  Escape 

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

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 affected door latches indicated below. This information will need to be submitted in the SSSC web questionnaire.

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

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



FIGURE 1



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 2.



FIGURE 2

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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 3.

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

2. As each old door latch is removed, perform the Door Latch Functionality Bench Test. See Page 14.



FIGURE 3

3. Verify the presence of a child lock in both rear doors. See Figure 4.

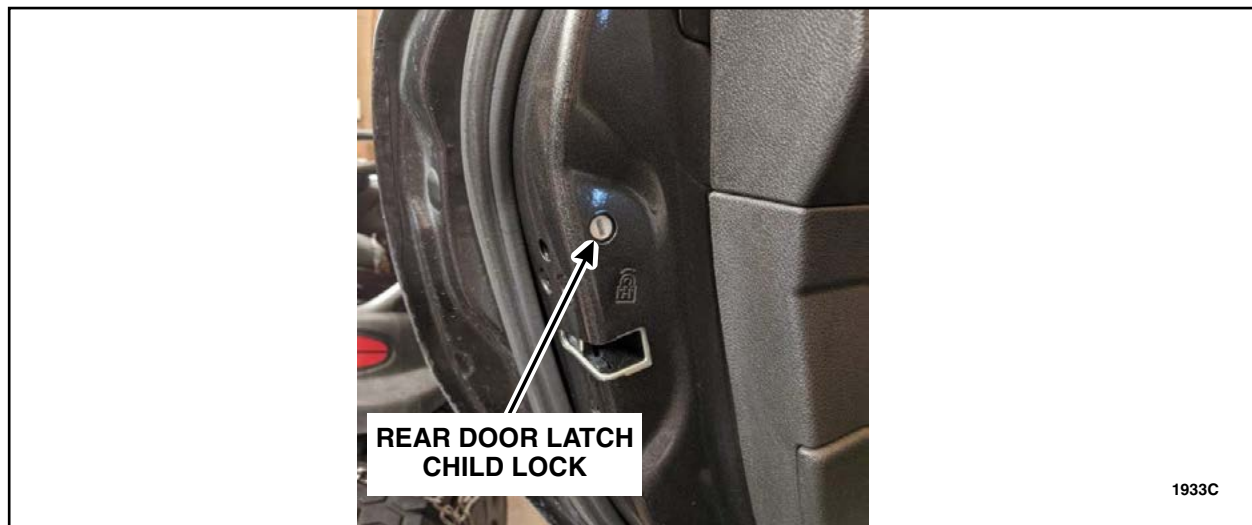


FIGURE 4



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 on the SSSC web questionnaire. See Figure 5.

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.

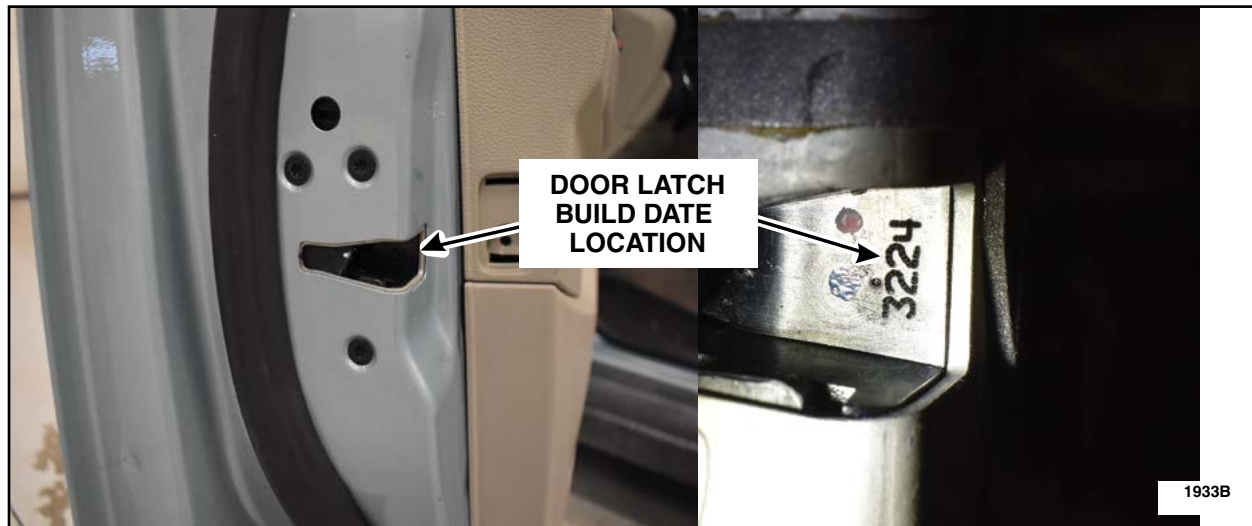


FIGURE 5

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 need to be submitted in the SSSC web questionnaire.



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 6.

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

2. As each old door latch is removed, perform the Door Latch Functionality Bench Test. See Page 14.

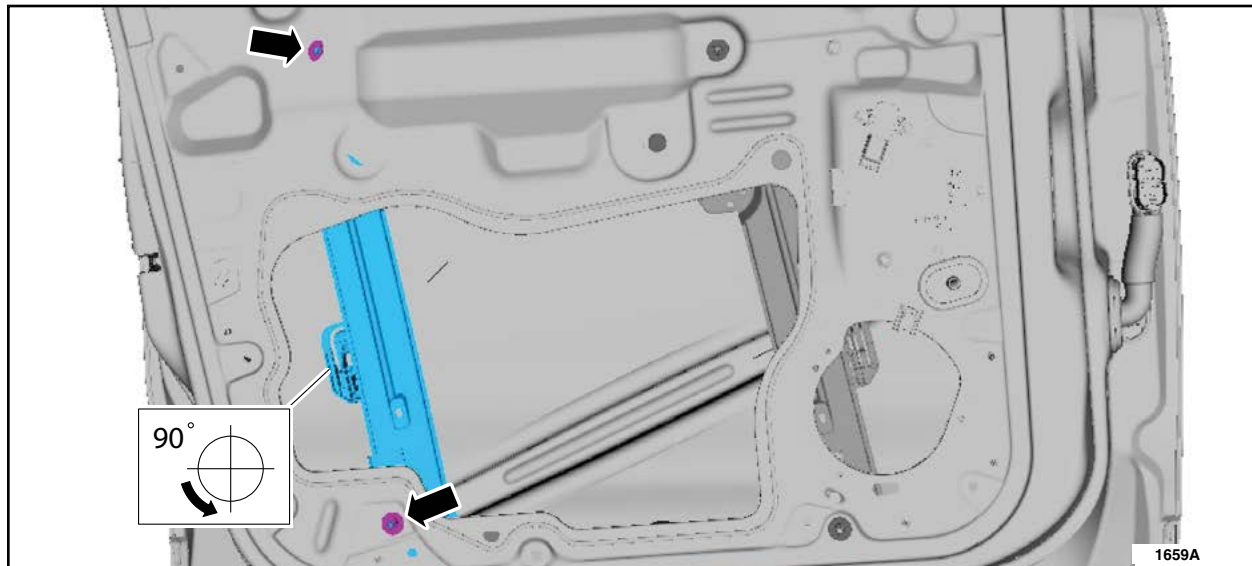


FIGURE 6

3. Verify the presence of a child lock in both rear doors. See Figure 7.

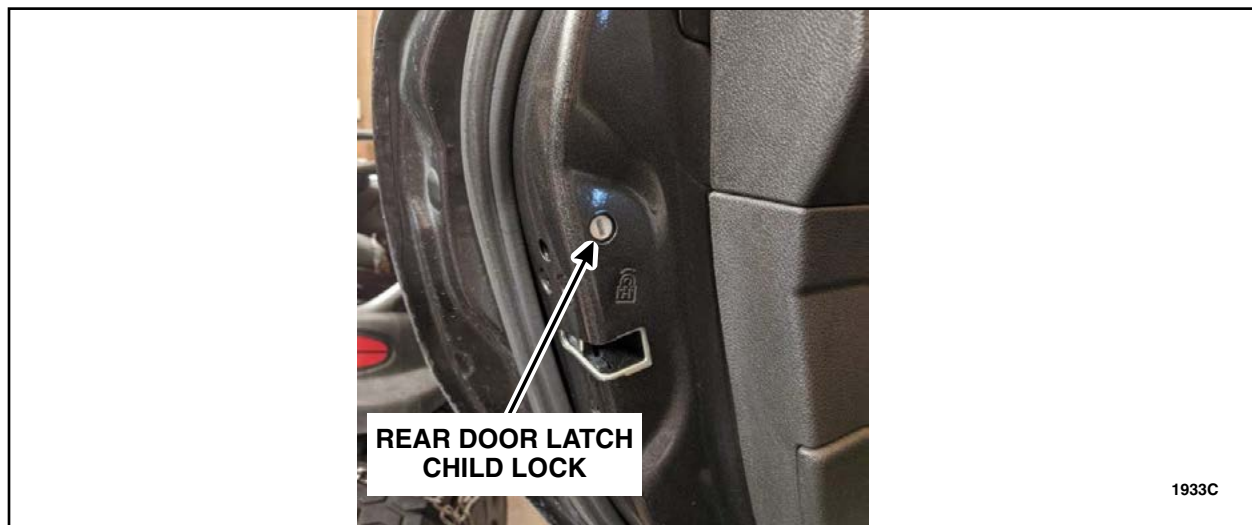


FIGURE 7



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 on the SSSC web questionnaire. See Figure 8.

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.

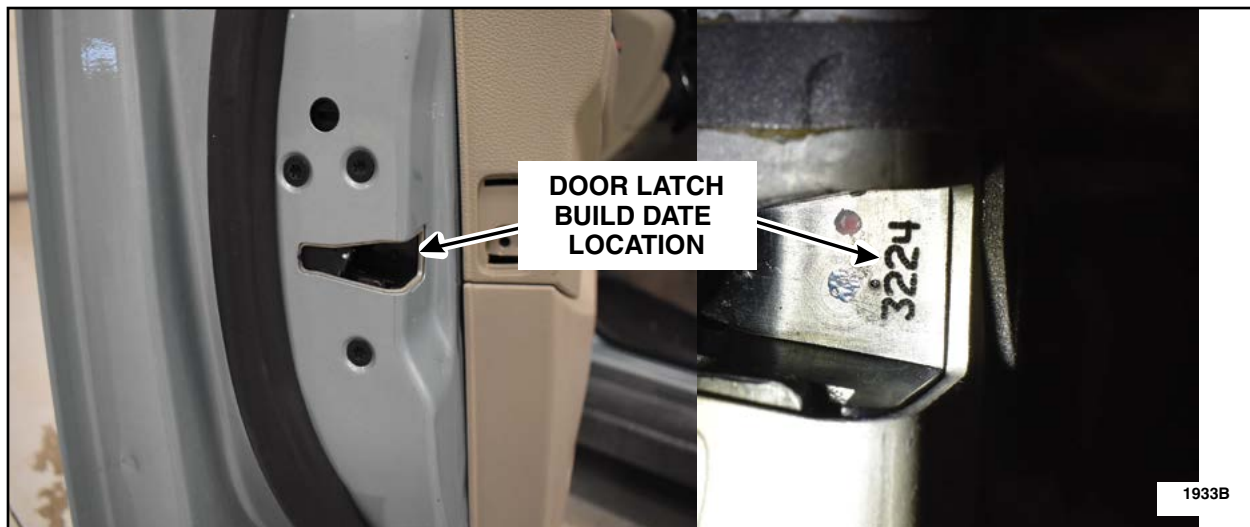


FIGURE 8

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 need to be submitted in the SSSC web questionnaire.



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 9.

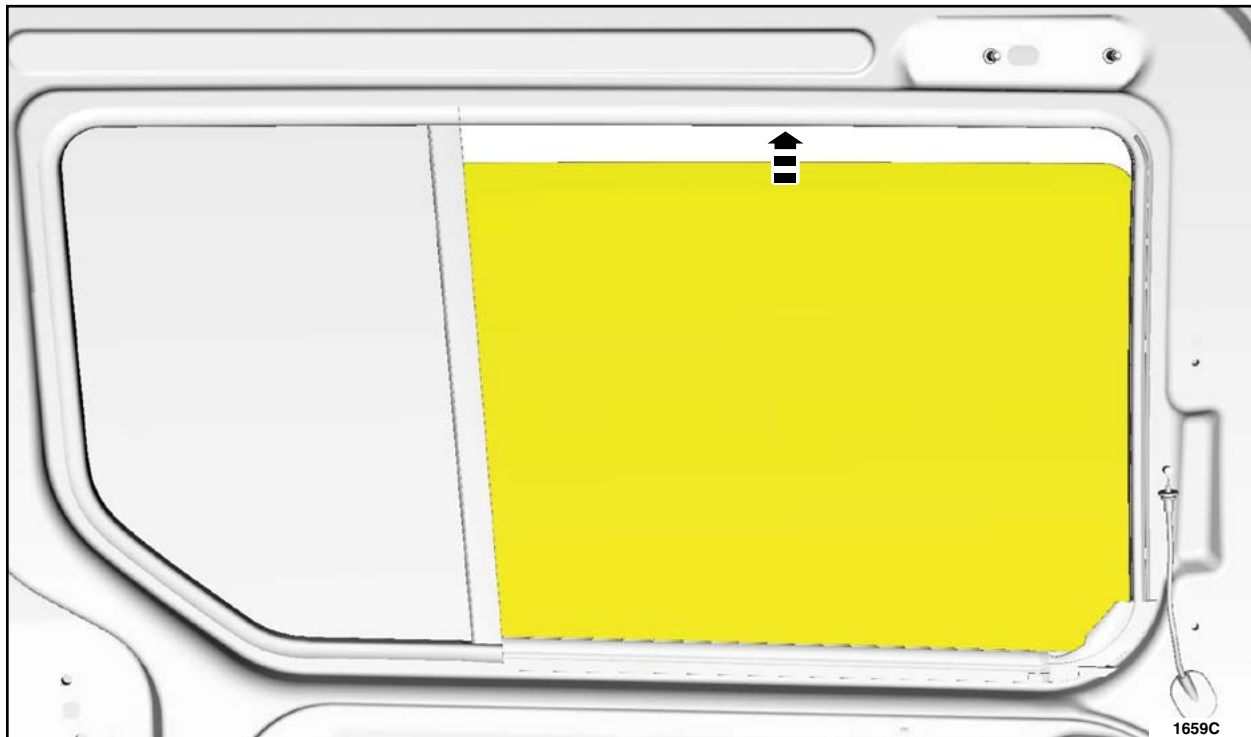


FIGURE 9



3. Remove the sliding door watershield using an interior trim remover tool. See Figure 10.

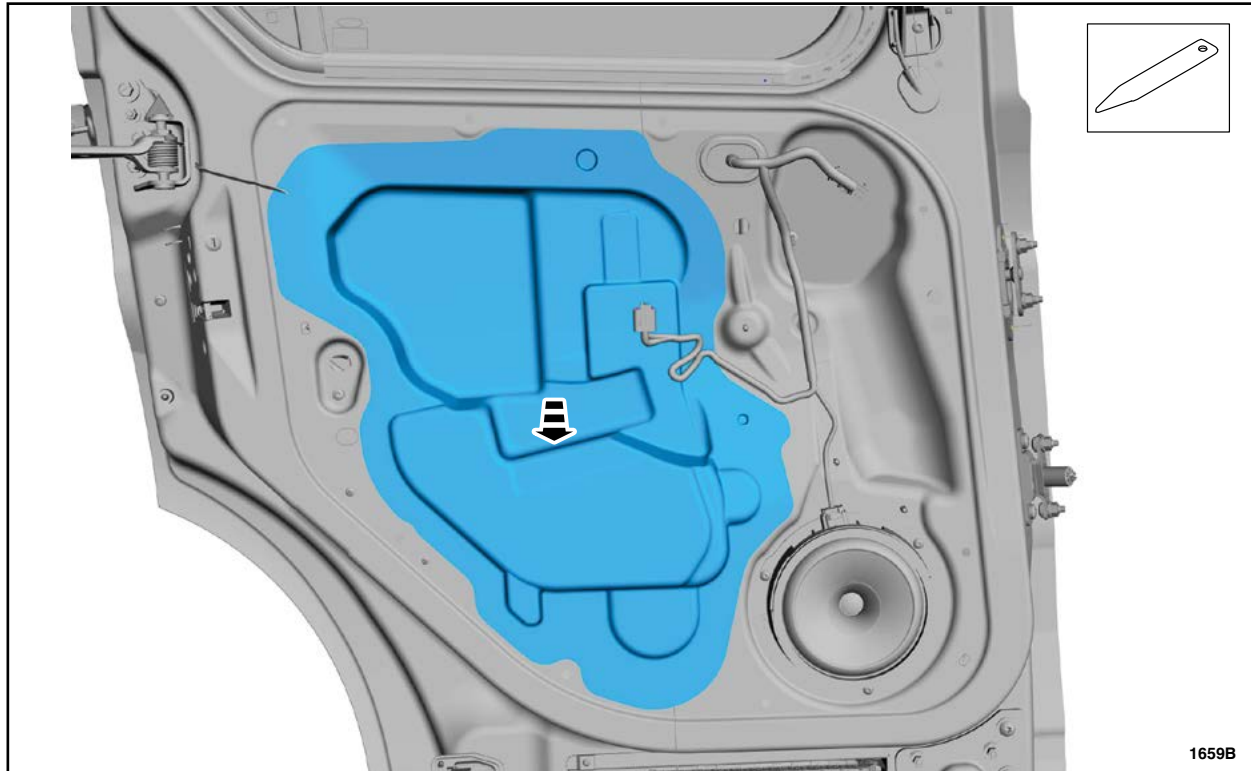


FIGURE 10

4. Remove the sliding door latch bolts. See Figure 11.

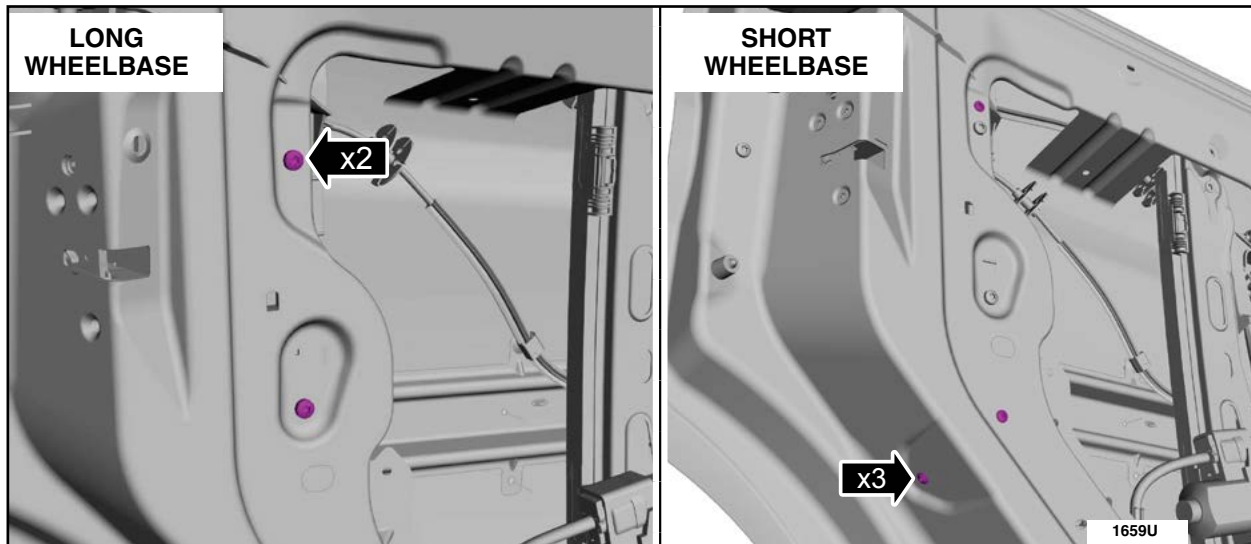


FIGURE 11



5. Remove the sliding door latch bolts. See Figure 12.

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

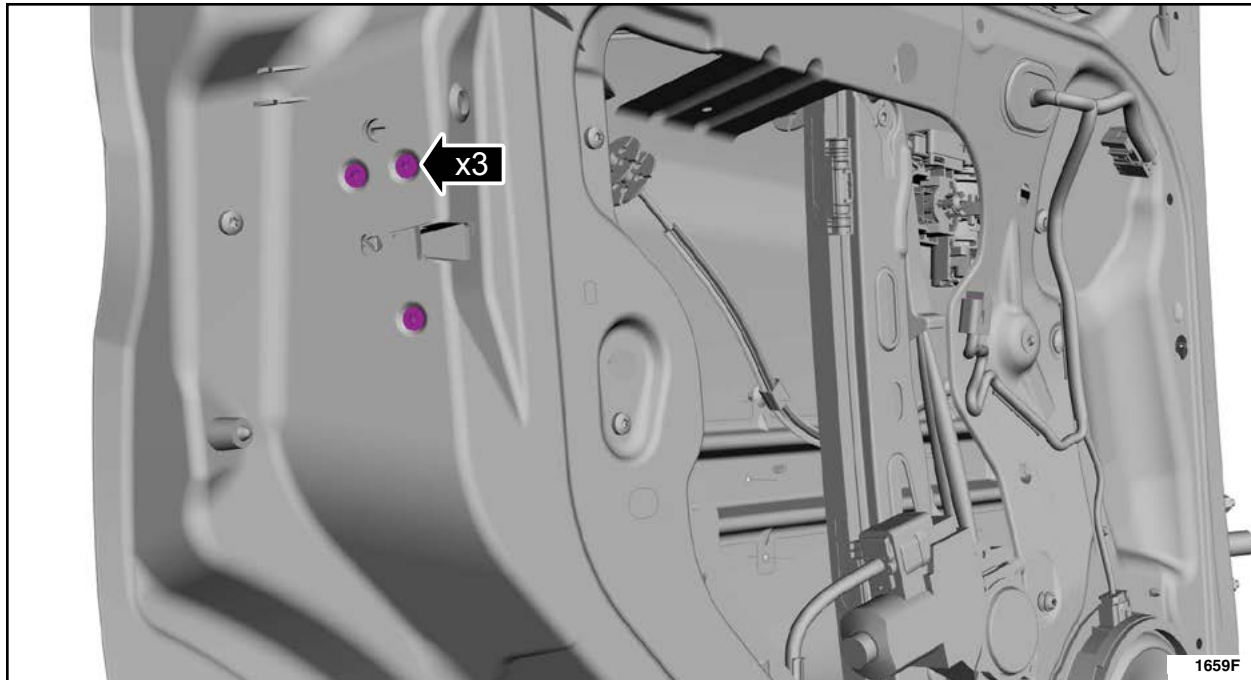


FIGURE 12

6. Disconnect the electrical connector from the sliding door latch. See Figure 13.

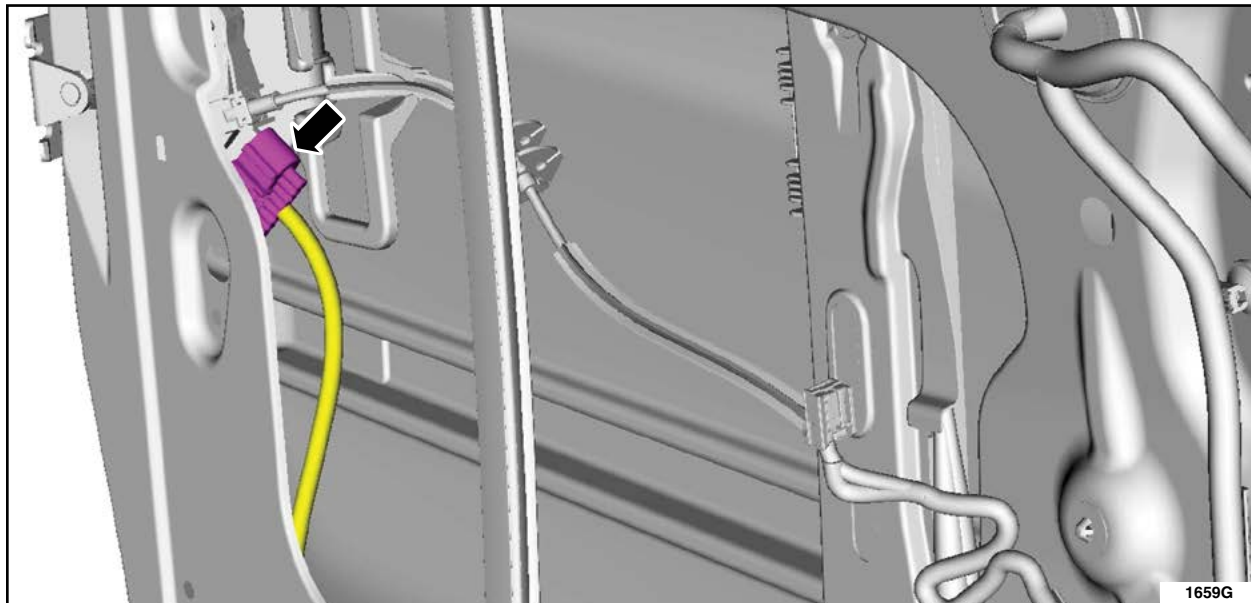


FIGURE 13



7. Position the sliding door latch out of the sliding door. See Figure 14.

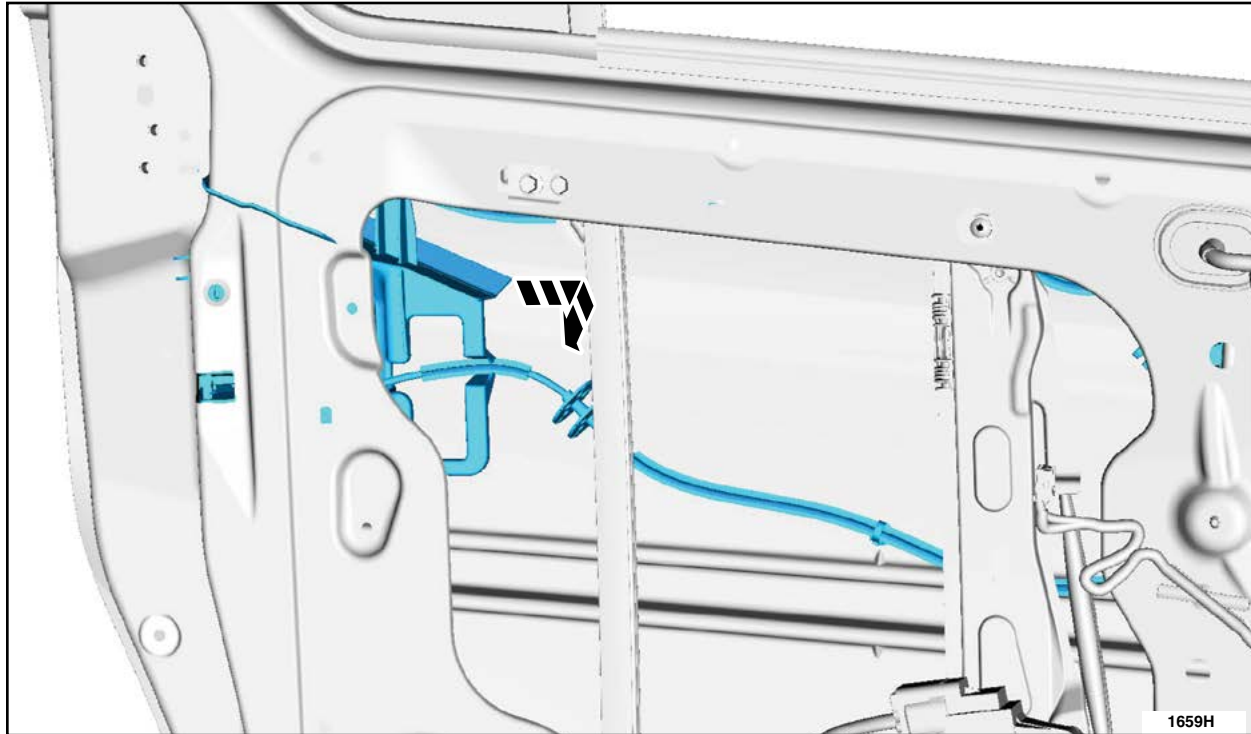


FIGURE 14

8. Disconnect the interior and exterior sliding door latch cables. Remove and discard the sliding door latch. See Figure 15.

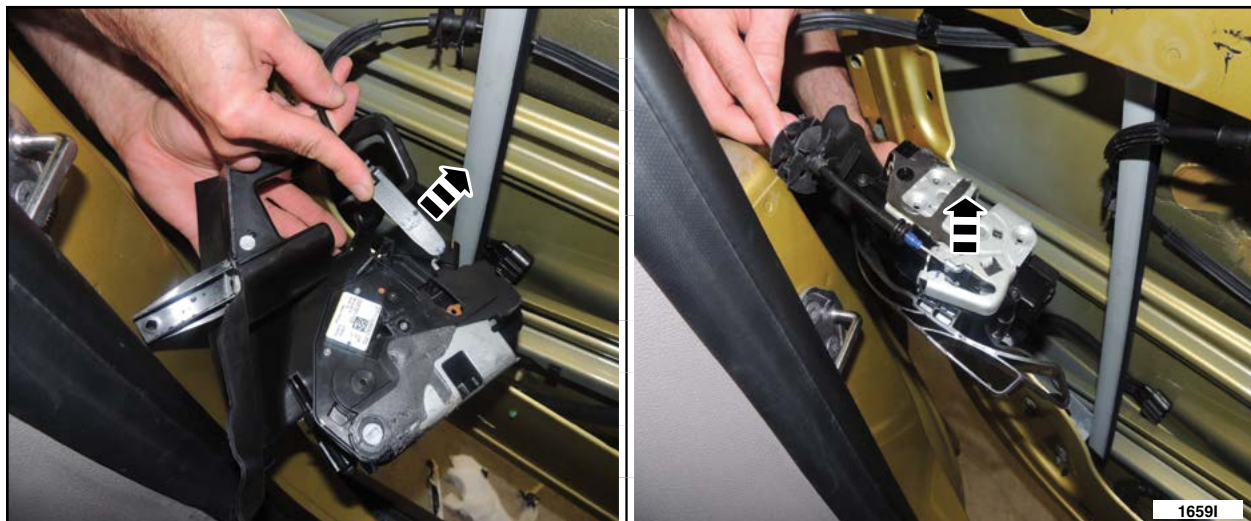


FIGURE 15

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.



10. As each old door latch is removed, perform the Door Latch Functionality Bench Test. See Page 14.

11. Verify the presence of a child lock in both sliding doors. See Figure 16.



FIGURE 16

12. Once the **new** latches have been installed in the vehicle, record both date codes of the **new** latches. Additionally, capture a picture of the date code of each new door latch (two pictures total) showing them installed in the vehicle. These pictures will need to be submitted on the SSSC web questionnaire. See Figure 17.

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.

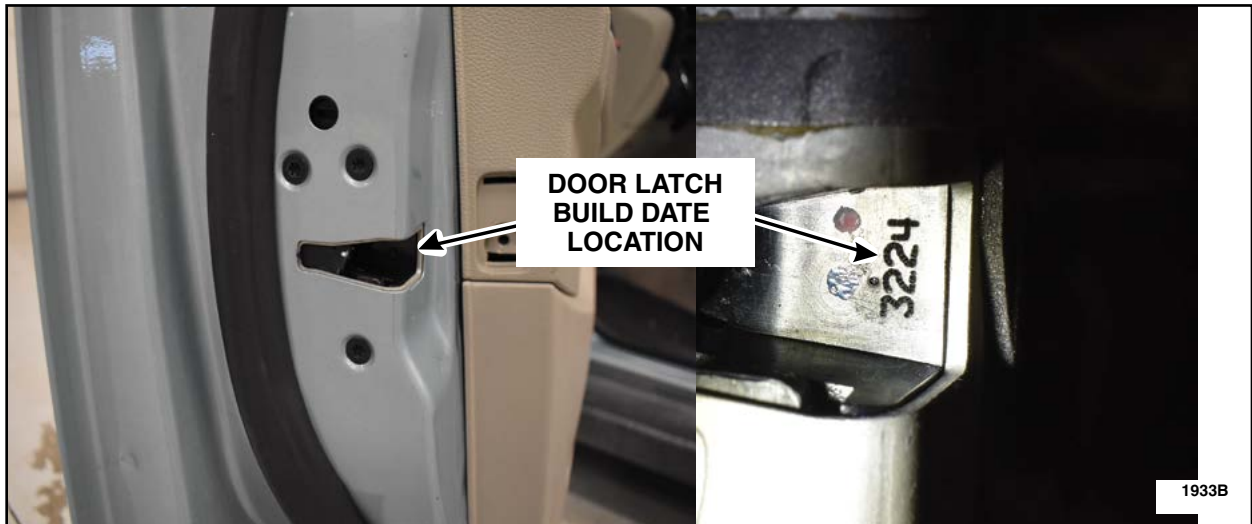


FIGURE 17

13. The service manager must inspect the vehicle to confirm that repairs were completed. Obtain service manager sign-off on the repair order. This will need to be submitted in the SSSC web questionnaire.



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 18.

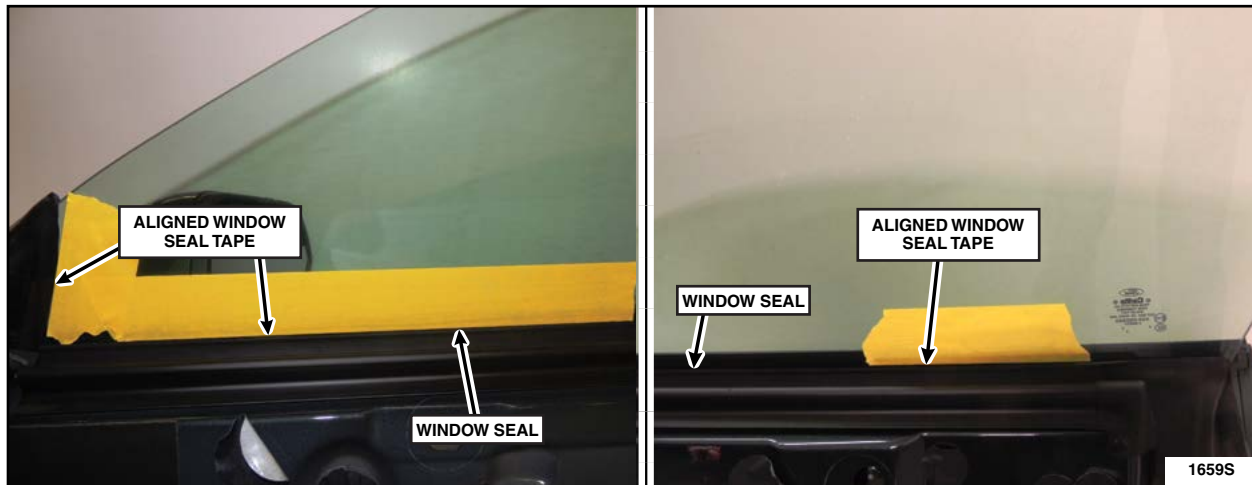


FIGURE 18

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 19.

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



FIGURE 19

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 18.

4. As each old door latch is removed, perform the Door Latch Functionality Bench Test. See Page 14.



5. Once the **new** latches have been installed in the vehicle, record both date codes of the **new** latches. Additionally, capture a picture of the date code of each new door latch (two pictures total) showing them installed in the vehicle. These pictures will need to be submitted on the SSSC web questionnaire. See Figure 20.

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.

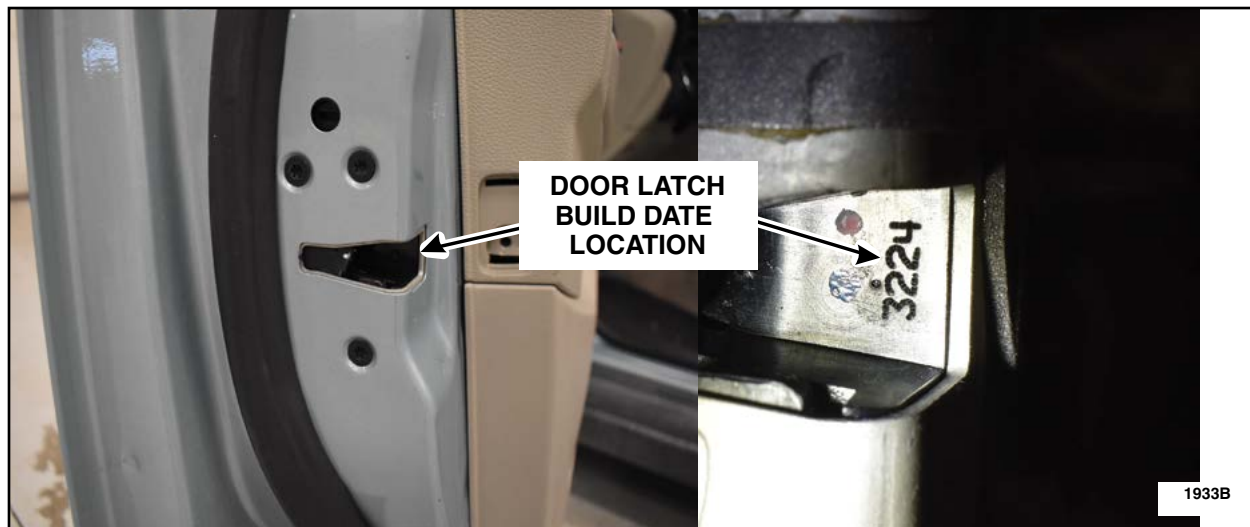


FIGURE 20

6. The service manager must inspect the vehicle to confirm that repairs were completed. Obtain service manager sign-off on the repair order. This will need to be submitted in the SSSC web questionnaire.



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 21.

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



FIGURE 21

2. Turn the door latch on its side, and slide the interior handle release lever to release the latching mechanism. See Figure 22.



FIGURE 22



3. With the interior handle release lever engaged, place screwdriver back in the latch and verify that the latch releases. See Figure 23.



FIGURE 23

4. Re-engage the latch with the screwdriver. See Figure 21.

5. After the latch has been placed in the latched position, take a second screwdriver and actuate the exterior handle release lever. See Figure 24.

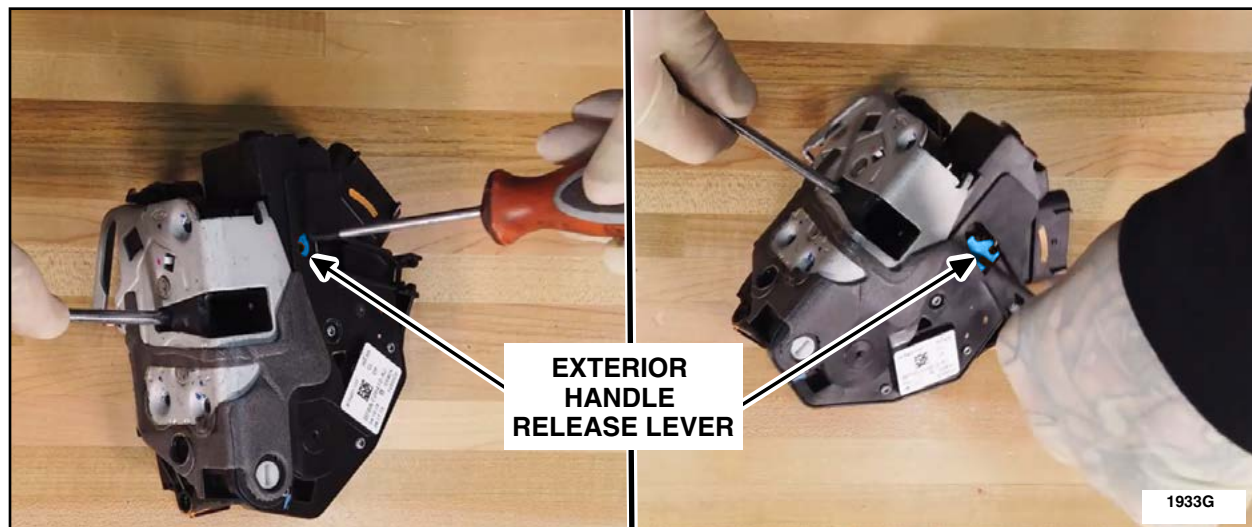


FIGURE 24



6. With the exterior handle release lever engaged, verify that the latch releases. See Figure 25.



FIGURE 25

