

# Part 573 Safety Recall Report

# 17V-210

**Manufacturer Name :** Ford Motor Company**Submission Date :** MAR 27, 2017**NHTSA Recall No. :** 17V-210**Manufacturer Recall No. :** 15S16**Manufacturer Information :**

Manufacturer Name : Ford Motor Company

Address : 330 Town Center Drive

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332

**Population :**

Number of potentially involved : 191,432

Estimated percentage with defect : NR

**Vehicle Information :**

Vehicle 1 : 2014-2014 Ford Fiesta

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

**Descriptive Information :** All vehicles built in the specified build date range. These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Production Dates : JUN 01, 2013 -OCT 31, 2013

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2013-2014 Ford Fusion

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

**Descriptive Information :** All vehicles built in the specified build date range.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Production Dates : JUN 01, 2013 -OCT 31, 2013

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2013-2014 Lincoln MKZ

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : All vehicles built in the specified build date range.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Production Dates : JUN 01, 2013 - OCT 31, 2013

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

Description of the Defect : This is a supplement to Ford's April 30, 2015 report involving door latches. A door latch with a broken pawl spring tab typically results in a "door will not close" condition. Should the customer be able to latch the door, there is a potential that the door may unlatch while driving. Ford is not aware of any reports of accident or injury related to this condition in the vehicles included in this supplement.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A door latch with a broken pawl spring tab typically results in a "door will not close" condition. Should the customer be able to latch the door, there is a potential the door may unlatch while driving, increasing the risk of injury.

Description of the Cause : NR

Identification of Any Warning that can Occur : Difficulty latching a door while closing or a door that rebounds while attempting to shut it, or repeated efforts needed to engage a broken latch would be an overt signal to the customer that the latch needs service.

## Supplier Identification :

### Component Manufacturer

Name : Kiekert USA, Inc.

Address : 46941 Liberty Drive

Wixom MICHIGAN 48393

Country : United States

## Chronology :

On January 4, 2017, NHTSA contacted Ford and indicated they had identified what appeared to be an increasing rate of Vehicle Owner Questionnaires (VOQs) associated with vehicles built shortly after the population included in safety recall 15S16. The Agency requested that Ford review the VOQs that they provided along with Ford's internal data for comparison and discuss the findings with them.

On January 24, 2017, Ford reviewed the results of the data search with the Agency. Ford's data review identified a potentially increasing rate of reports in a vehicle population built after May 31, 2013 (the vehicle production cut-off for 15S16) that required further investigation.

February – March 2017: A review of information obtained from the supplier identified that corrections to the pawl return spring occurred in mid-September 2013. Subsequent investigation found that door latch assemblies containing the corrected pawl return spring reached Ford assembly plants in late September and early October 2013. Consistent with the timing of the identified pawl return spring changes, a review of the field data identified a marked reduction in report rates for vehicles built in October 2013 and beyond, versus those built between June 2013 and September 2013.

On March 20, 2017, Ford's Field Review Committee reviewed the concern and approved a field action.

## Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have all four door latches replaced with a more robust service part. There will be no charge for this service.

Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in February 2017. The ending date for reimbursement eligibility is May 17, 2017.

Ford will forward a copy of the notification letters to dealers to the agency when available.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

**Recall Schedule :**

Description of Recall Schedule : Notification to dealers is expected to occur on March 28, 2017. Mailing of owner notification letters is expected to begin May 1, 2017 and be completed by May 7, 2017.

Planned Dealer Notification Date : MAR 28, 2017 - MAR 28, 2017

Planned Owner Notification Date : MAY 01, 2017 - MAY 07, 2017

\* NR - Not Reported