

# Part 573 Safety Recall Report

# 17V-652

**Manufacturer Name :** Ford Motor Company**Submission Date :** NOV 29, 2017**NHTSA Recall No. :** 17V-652**Manufacturer Recall No. :** 17S33**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 : 1,101,107

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2017-2017 Ford F-Super Duty

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : 4-DOOR

Power Train : NR

**Descriptive Information :** The basis for how the recall population was determined:

Vehicles built prior to the production incorporation of door latch water shields will be included in this program.

**How the recalled products differ from products that were not included in the recall:**  
Affected vehicles were produced without water shields over the door latches.

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 :** OCT 08, 2015 - SEP 01, 2016

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2015-2017 Ford F-150

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

**Descriptive Information :** The basis for how the recall population was determined:

Vehicles built prior to the production incorporation of door latch water shields will be included in this program.

**How the recalled products differ from products that were not included in the recall:**  
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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 : MAR 12, 2014 - DEC 31, 2016

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

Description of the Defect : A frozen door latch or a bent or kinked actuation cable may result in a door that will not open or will not close condition. Should a customer be able to open and close the door with these conditions, the door may appear closed, but the latch may not fully engage the door striker and there is a potential the door could open while driving.

Ford is not aware of any reports of accident or injury related to this condition in the subject vehicles.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A frozen door latch or a bent or kinked actuation cable may result in a door that will not open or will not close condition. Should a customer be able to open and close the door with these conditions, the door may appear closed, but the latch may not fully engage the door striker and there is a potential the door could open while driving, increasing the risk of injury.

Description of the Cause : Shielding of the latch was not sufficient to prevent moisture ingress and freezing in this environment. Water entering into the side door latch and freezing may cause the latch mechanism to bind after opening. In addition, kinked actuation cables that may have occurred during installation could result in latch binding. When binding by either mechanism occurs, concurrent with significant friction between the latch and the striker due to body build variation and low door seal loads, the door can appear closed without being latched.

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

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR  
Country : NR

## **Chronology :**

January 22, 2015 - Ford's Critical Concerns Review Group (CCRG) opened an investigation on F-150 door latches based on warranty reports of cold weather-related concerns.

March 12, 2015 - Ford's CCRG closed its investigation due to robustness actions taken in production, the low number of reports, and that a door will not close condition is overt to the driver and may include a door ajar light, chime, and message. In addition, there were no reports of a door opening while driving. Engineering continued to monitor the field data.

January 21, 2016 - Ford's CCRG opened an investigation on F-150 door latch reports alleging doors opening while driving. After investigation and review of the interim and permanent corrective actions, the CCRG began monitoring the field data.

March 15, 2017 - Transport Canada (TC) submitted an Information Request to Ford concerning 35 reports of door latches freezing, including four allegations of the door opening while driving, on 2015-2017 model year Ford F-150 vehicles.

April 26, 2017 - Ford responded to TC's information request. This response noted that no accident or injury allegations were identified that may have resulted from the freezing latches in the subject vehicles.

May – August 2017 - Ford and TC continued to monitor data.

August 11, 2017 - TC provided a copy of a presentation that summarized their data analysis and conclusions, and provided a list of items for discussion during a scheduled Fall meeting.

August – October 2017 - Ford's continuing analysis of this issue included reviewing data and parts from the field, conducting cold chamber vehicle testing, and interviewing customers.

On October 9, 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 water shields installed over the door latches and the door latch actuation cables inspected and repaired if needed. 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 December 1, 2017.

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

How Remedy Component Differs from Recalled Component : There are no recalled components in this program. Water shields will be added to provide protection to the existing door latches and the existing door latch actuation cables will be inspected and repaired if needed.

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

## Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on October 17, 2017. Mailing of owner notification letters is expected to begin November 13, 2017 and is expected to be completed by November 17, 2017.

Planned Dealer Notification Date : OCT 17, 2017 - OCT 17, 2017

Planned Owner Notification Date : NOV 13, 2017 - NOV 17, 2017

\* NR - Not Reported