



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

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

July 31, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 15S16 – Supplement #3**
Certain 2011-2014 Model Year Fiesta and 2013-2014 Model Year Fusion and MKZ
Vehicles
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
Fiesta	2011-2014	Cuautitlan	Job-1 2011 model year to 31-Oct-2013
Fusion	2013-2014	Hermosillo	Job-1 2013 model year to 31-Oct-2013
Fusion	2014	Flat Rock	Job-1 2014 model year to 31-Oct-2013
MKZ	2013-2014	Hermosillo	Job-1 2013 model year to 31-Oct-2013

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, the 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

Dealers are to replace all four door latches. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

For newly added vehicles, owner letters are expected to be mailed the week of May 1, 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,



Michael A. Berardi

Safety Recall 15S16 – Supplement #3

Certain 2011-2014 Model Year Fiesta and 2013-2014 Model Year Fusion and MKZ Vehicles
Door Latch Replacement

OASIS ACTIVATION

OASIS was activated on April 30, 2015. For newly added vehicles, OASIS will be activated March 28, 2017.

FSA VIN LIST ACTIVATED

FSA VIN list was made available through <https://web.fsavinlists.dealerconnection.com> on April 30, 2015. For newly affected vehicles, FSA VIN list will be available March 28, 2017. Owner names and addresses will be available on May 1, 2017.

NOTE: Your FSA VIN list 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.

STOCK VEHICLES

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

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.

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 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.

Safety Recall 15S16 – Supplement #3

Certain 2011-2014 Model Year Fiesta and 2013-2014 Model Year Fusion and MKZ Vehicles
Door Latch Replacement

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 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 door latch replacement.

RENTAL VEHICLES

Dealers are pre-approved for up to two days 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 two rental day(s) 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 (15S16) 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: 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.

Safety Recall 15S16 – Supplement #3

Certain 2011-2014 Model Year Fiesta and 2013-2014 Model Year Fusion and MKZ Vehicles
Door Latch Replacement

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
2011-2014 Fiesta - Replace all four door latches	15S16BB	1.5 Hours
2013-2014 Fusion/MKZ	15S16CC	1.8 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
DE8Z-54264A26-B	Fiesta with Keyless Entry – Kit of four door latches	1
DE8Z-54264A26-A	Fiesta without Keyless Entry* – Kit of four door latches	1
DS7Z-54264A26-A	Fusion and MKZ – Kit of four door latches	1

*Fiesta vehicles without Keyless Entry are equipped with a lock cylinder in the passenger front door.

The DOR/COR number for this recall is 50594.

Order your parts through normal order processing channels.

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 2011-2014 MODEL YEAR FIESTA AND 2013-2014 MODEL YEAR FUSION AND MKZ VEHICLES — DOOR LATCH REPLACEMENT




OVERVIEW

In all of the affected vehicles, the 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. Dealers are to replace all four door latches.

SERVICE PROCEDURE

FUSION AND MKZ VEHICLES

NOTE:

- To view a video demonstrating the removal and installation of the exterior door handle while installed on the vehicle, click the video icon. 
- To view a video demonstrating the removal and installation of the exterior door handle on a bench for additional clarity, click the video icon. 
- If you experience difficulty removing and/or installing the exterior door handle, you may need to reset the door handle reinforcement. To view a video that will aid technicians in understanding how to reset the door handle reinforcement, or to further understand how the exterior door handle and door reinforcement function, click the video icon. 

NEW! FUSION, MKZ AND FIESTA VEHICLES

NOTE: Videos demonstrating the complete repairs can be found below.

Fusion/MKZ  Fiesta 

Recommended Tool List:

1/4" Drive Short Well Sockets 5.5mm, 7mm, 8mm
1/4" Drive Torx Bits T-20, T-25, T-27
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

1. Replace all four door latches. For additional information, refer to Workshop Manual (WSM) Section 501-14.

