

# Part 573 Safety Recall Report

# 20V-177

**Manufacturer Name :** Ford Motor Company**Submission Date :** MAR 23, 2020**NHTSA Recall No. :** 20V-177**Manufacturer Recall No. :** 20S15**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 : 248,912

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2014-2015 Ford Fiesta

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

**Descriptive Information :** The recalled part was introduced into production on 11/01/2013 date and was taken out of production on 12/4/2014.

Affected vehicles are or have been previously registered in the following: AL, AR, AZ, CA, FL, GA, HI, LA, MS, NM, NV, OK, OR, SC, TX, UT, WA, EMS Fed and other Territories.

-37,122 Fiesta vehicles are affected

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 : NOV 01, 2013 - DEC 04, 2014

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2014-2016 Ford Fusion

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The recalled part was introduced into production on 11/01/2013 date and was taken out of production on 4/27/2015 at the Hermosillo plant and the Flat Rock plant.

Affected vehicles are or have been previously registered in the following: AL, AR, AZ, CA, FL, GA, HI, LA, MS, NM, NV, OK, OR, SC, TX, UT, WA, EMS Fed and other Territories.

-192,146 Fusion vehicles are affected

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 :** NOV 01, 2013 - APR 27, 2015

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2014-2016 Lincoln MKZ

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

**Descriptive Information :** The recalled part was introduced into production on 11/01/2013 date and was taken out of production on 4/27/2015 at the Hermosillo plant and the Flat Rock plant.

Affected vehicles are or have been previously registered in the following: AL, AR, AZ, CA, FL, GA, HI, LA, MS, NM, NV, OK, OR, SC, TX, UT, WA, EMS Fed and other Territories.

-19,644 MKZ vehicles are affected

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 :** NOV 01, 2013 - APR 27, 2015

VIN Range 1 : Begin :

NR

End : NR

Not sequential

**Description of Defect :**

Description of the Defect : The latch pawl spring tab design is susceptible to cracking and failure in areas with high ambient temperatures. A door latch with a fractured pawl spring tab typically results in a “door will not close” condition.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A door latch with a fractured pawl spring tab typically results in a “door will not close” condition. If the customer is able to latch the door after repeated attempts to shut the door, there is a potential the door may unlatch while driving, increasing the risk of injury.

Description of the Cause : The latch pawl spring tab design is susceptible to cracking and failure in areas with high ambient temperatures.

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.

**Involved Components :**

Component Name 1 : Door Latch

Component Description : Front Right

Component Part Number : AE8A-5421812-B

Component Name 2 : Door Latch

Component Description : Front Left

Component Part Number : AE8A-5421813-B

Component Name 3 : Door Latch

Component Description : Rear Right

Component Part Number : AE8A-5426412-B

Component Name 4 : Door Latch

Component Description : Rear Left

Component Part Number : AE8A-5426413-B

## Supplier Identification :

### Component Manufacturer

Name : Kiekert USA, Inc.  
Address : 46941 Liberty Drive  
Wixom MICHIGAN 48393  
Country : United States

## Chronology :

October – December 2019 – Ford opened an investigation related to Vehicle Owner Questionnaires (VOQ) provided by NHTSA for 2014MY Fiesta with allegations of doors not closing or doors opening while driving. The Agency continued to provide VOQs including 2014 Fusion and MKZ that were not included in the 15S16 recall population. Ford requested that door latches be returned for evaluation from service and instituted conversation with the supplier.

December 20, 2019 – NHTSA submitted Recall Inquiry RQ19-005 to Ford.

January-March 2020 – Analysis of VOQs showed approximately 90% occurring in states with characteristics of long seasons of hot weather and characteristics of solar loading. In addition, these states contain approximately a third of the total produced volume of the suspect vehicles. A component robustness change that increased the strength of the pawl spring tab was brought into Ford production in the 2nd quarter of 2015.

On March 16, 2020, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any reports of accident or injury related to this condition.

## 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 remove and replace the side door latches per the field service action technical instructions. 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 2019.

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

How Remedy Component Differs from Recalled Component : The remedy component was designed with a modified spring pawl tab, increasing the strength of the tab when exposed to areas of high ambient temperature and solar loading.

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 24, 2020. Mailing of owner notification letters is expected to begin May 4, 2020 and is expected to be completed by May 8, 2020.

Planned Dealer Notification Date : MAR 24, 2020 - MAR 24, 2020

Planned Owner Notification Date : MAY 04, 2020 - MAY 08, 2020

\* NR - Not Reported