

# Part 573 Safety Recall Report

# 20V-331

**Manufacturer Name :** Ford Motor Company**Submission Date :** JUN 08, 2020**NHTSA Recall No. :** 20V-331**Manufacturer Recall No. :** 20S30**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 : 2,147,327

Estimated percentage with defect : 7 %

**Vehicle Information :**

Vehicle 1 : 2011-2014 Ford Fiesta

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

**Descriptive Information :** -The recall population was determined based on a Ford investigation that found that some latches were not replaced or replaced correctly during recalls 15S16 and 16S30.

-Ford will be providing the means for the customers to self-inspect and report via a website or an inspection at a dealership to determine if the door latches were replaced correctly.

2011-15 Fiesta Volume – 191,614

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 : JAN 26, 2010 - DEC 09, 2013

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2013-2014 Ford Fusion

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : -The recall population was determined based on a Ford investigation that found that some latches were not replaced or replaced correctly during recalls 15S16 and 16S30.

-Ford will be providing the means for the customers to self-inspect and report via a website or an inspection at a dealership to determine if the door latches were replaced correctly.

-2013-14 Fusion Volume – 318,279

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 : MAY 11, 2012 - MAY 24, 2014

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2013-2014 Lincoln MKZ

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : -The recall population was determined based on a Ford investigation that found that some latches were not replaced or replaced correctly during recalls 15S16 and 16S30.

-Ford will be providing the means for the customers to self-inspect and report via a website or an inspection at a dealership to determine if the door latches were replaced correctly.

-2013-14 MKZ Volume – 34,559

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 : JUL 19, 2012 - OCT 31, 2013

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2015-2015 Ford Mustang

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : -The recall population was determined based on a Ford investigation that found that some latches were not replaced or replaced correctly during recalls 15S16 and 16S30.

-Ford will be providing the means for the customers to self-inspect and report via a website or an inspection at a dealership to determine if the door latches were replaced correctly.

-2015 Mustang Volume - 66,021

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 : FEB 14, 2014 - APR 30, 2015

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2013-2015 Ford Escape

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : -The recall population was determined based on a Ford investigation that found that some latches were not replaced or replaced correctly during recalls 15S16 and 16S30.

-Ford will be providing the means for the customers to self-inspect and report via a website or an inspection at a dealership to determine if the door latches were replaced correctly.

-2013-15 Escape Volume - 648,559

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 : DEC 23, 2011 - JAN 31, 2015

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 6 : 2015-2015 Lincoln MKC

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : -The recall population was determined based on a Ford investigation that found that some latches were not replaced or replaced correctly during recalls 15S16 and 16S30.

-Ford will be providing the means for the customers to self-inspect and report via a website or an inspection at a dealership to determine if the door latches were replaced correctly.

-2015 MKC Volume – 23,924

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 18, 2013 -JAN 31, 2015

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 7 : 2013-2015 Ford C-Max

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : -The recall population was determined based on a Ford investigation that found that some latches were not replaced or replaced correctly during recalls 15S16 and 16S30.

-Ford will be providing the means for the customers to self-inspect and report via a website or an inspection at a dealership to determine if the door latches were replaced correctly.

-2013-15 C-Max Volume – 68,910

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 : FEB 02, 2012 -JAN 31, 2015

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 8 : 2012-2015 Ford Focus

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : -The recall population was determined based on a Ford investigation that found that some latches were not replaced or replaced correctly during recalls 15S16 and 16S30.

-Ford will be providing the means for the customers to self-inspect and report via a website or an inspection at a dealership to determine if the door latches were replaced correctly.

-2012-15 Focus Volume – 709,639

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 04, 2010 - JAN 31, 2015

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 9 : 2014-2016 Ford Transit Connect

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : -The recall population was determined based on a Ford investigation that found that some latches were not replaced or replaced correctly during recalls 15S16 and 16S30.

-Ford will be providing the means for the customers to self-inspect and report via a website or an inspection at a dealership to determine if the door latches were replaced correctly.

-2014-16 Transit Connect Volume – 85,822

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 : AUG 09, 2013 - FEB 01, 2016

VIN Range 1 : Begin :

NR

End : NR

Not sequential

**Description of Defect :**

Description of the Defect : Vehicles may not have had all of their door latches replaced or replaced correctly when previously repaired by dealerships under safety recall 15S16 or 16S30. Safety recalls 15S16 and 16S30 were issued to replace door latches with a latch pawl spring tab that was susceptible to cracking and failure in areas with high thermal loads.

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 : Some dealership technicians did not properly replace or correctly replace all the door latches when performing 15S16 or 16S30.

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 Door Latch

Component Part Number : AE8A-5421812-B

Component Name 2 : Door Latch

Component Description : Front Left Door Latch

Component Part Number : AE8A-5421813-B

Component Name 3 : Door Latch

Component Description : Rear Right Door Latch

Component Part Number : AE8A-5421412-B

Component Name 4 : Door Latch

Component Description : Rear Left Door Latch

Component Part Number : AE8A-5421413-B

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

October – December 2019 – Ford opened an investigation in the Critical Concerns Review Group (CCRG) related to Vehicle Owner Questionnaires (VOQ) provided by NHTSA for post-repair 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 opened Recall Query RQ19-005 to Ford to assess the scope and remedy for Recall 15S16 (NHTSA Recall numbers 15V-246 and 17V-210).

January-March 2020 – Ford continued to analyze internal data and VOQs. (For more details, see recall 20S15). Through analysis, Ford separated the internal analysis and VOQs into two categories:

- 1) Vehicles produced after the scope of 15S16
- 2) Vehicles that previously had 15S16 completed and had a subsequent repair to a door latch

On March 16, 2020, Ford's Field Review Committee reviewed the concern in Category #1 and approved field action 20S15 (NHTSA recall number 20V177). Ford continued to investigate the vehicles in population #2.

April – May 2020 - Ford launched a canvassing program in four states sampling vehicles that previously completed safety recalls 15S16 or 16S30. A number of vehicles were identified with original build date latches.

On June 1, 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 be given the option to inspect the date codes on their door latches and confirm that the child safety locks are present in the rear doors, then submit the latch date codes via a customer-facing web site. This will result in an instant validation that their door latches are OK, or that their latches could not be validated (potentially requiring dealer service).

If a customer does not wish to inspect their vehicle, has difficulty completing the inspection, or receives an indication that their latches could not be validated, dealers will inspect the latch date codes and take appropriate action. 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.

Front Right	Front Left	Rear Right	Rear Left
AE8A-5421812-B/C	AE8A-5421813-B	AE8A-5426412-B	
AE8A-5426413-B			

Identify How/When Recall Condition was Corrected in Production : Not required per 49 Part 573.

**Recall Schedule :**

Description of Recall Schedule : Notification to dealers is expected to occur on June 9, 2020. Mailing of owner notification letters is expected to begin July 20, 2020 and is expected to be completed by July 31, 2020.

Planned Dealer Notification Date : JUN 09, 2020 - JUN 09, 2020

Planned Owner Notification Date : JUL 20, 2020 - JUL 31, 2020

\* NR - Not Reported