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August 24, 2020

**TO:** All U.S. Ford and Lincoln Dealers  
**SUBJECT: Safety Recall 20S15**  
 Certain 2014-2015 Model Year Fiesta and 2014-2016 Model Year Fusion and  
 MKZ Vehicles  
 Door Latch Replacement

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2014-2015	Cuautitlan	November 1, 2013 through December 4, 2014
Fusion	2014-2016	Flat Rock	November 1, 2013 through April 27, 2015
		Hermosillo	November 1, 2013 through April 27, 2015
MKZ			

This recall applies to the affected vehicles originally sold in, or currently registered in the following states:

STATES			COUNTRIES/TERRITORIES
Alabama	Georgia	Nevada	Mexico
Arkansas	Hawaii	Oklahoma	American Samoa
Arizona	Louisiana	Oregon	Guam
California	Mississippi	South Carolina	Northern Mariana Islands
Florida	New Mexico	Texas	Puerto Rico
Utah	Washington		U.S. Virgin Islands

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the door latches have a pawl spring tab that may break. This condition will typically prevent the door from latching. If the customer is able to latch the door after repeated attempts to shut the door, there is potential the door may unlatch while driving, increasing the risk of injury.

**SERVICE ACTION**

Dealers are to replace all four door latches and provide enhanced documentation supporting the completeness of repairs.

**This information must be submitted via a Dealer Self Service contact type through the SSSC, and will require the following on all repairs:**

- Latch date codes of both the old and new latches
- Photos of the new latches installed in the vehicle, along with a photo of the VIN
- Responses to several survey questions about the vehicle and repair
- Documentation of Service Manager sign-off on the repair order (image, scan, or PDF).

This service must be performed on all affected vehicles at no charge to the vehicle owner.

### **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of September 7, 2020. 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.**

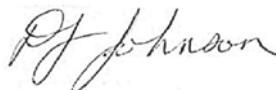
### **ATTACHMENTS**

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,



David J. Johnson

## Safety Recall 20S15

Certain 2014-2015 Model Year Fiesta and 2014-2016 Model Year Fusion and MKZ Vehicles  
Door Latch Replacement

### **OASIS ACTIVATION**

OASIS was activated on May 11, 2020.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on May 11, 2020. Owner names and addresses will be available by September 25, 2020.

**NOTE:** Your FSA VIN Lists 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.

### **SOLD VEHICLES**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles if they ensure the doors are securely latched without using excessive effort before driving.
- 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.
- Dealers are to prioritize repairs of customer vehicles over repairs of used vehicle inventory.

### **STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

### **DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

### **TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

### **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.

**Safety Recall 20S15**

Certain 2014-2015 Model Year Fiesta and 2014-2016 Model Year Fusion and MKZ Vehicles  
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**OWNER REFUNDS (Continued)**

- 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**

Rental vehicles are not approved for this program.

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the Related Damage radio button checked.
  - 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, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**CLAIMS PREPARATION AND SUBMISSION**

- **Dealer Self Service contacts:**
  - This SSSC contact type generates the approval code required to submit claims in OWS.
  - Use DEALER SELF SERVICE type contacts ONLY.
  - Only RO NUMBER, RO LINE, and RO OPEN DATE are required repair order information.
  - Dealers are responsible for the accuracy of all information submitted in contacts.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims, select claim type 31: Field Service Action. The FSA number 20S15 is the sub code.
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
  - The required Dealer Self Service approval code must be submitted on the program line. It is not to be used for related damage lines.

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**CLAIMS PREPARATION AND SUBMISSION (Continued)**

- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.

- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 20S15
  - 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.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Administrative time to inspect and record old and new latch date codes, bench test, obtain service manager sign off on the R.O. and upload photos and survey responses. Claim <b><i>in addition to ONE</i></b> of the appropriate labor operations listed below.	20S15A	1.1 Hours
Fiesta - Replace all four door latches	20S15B	1.5 Hours
Fusion/MKZ - Replace all four door latches	20S15C	1.8 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

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

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

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**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 2014-2015 MODEL YEAR FIESTA AND 2014-2016 MODEL YEAR FUSION AND MKZ VEHICLES — DOOR LATCH REPLACEMENT

### SERVICE PROCEDURE




1. Open the driver's side front door. Take a picture of the Vehicle Identification Number (VIN) sticker on the lower A-pillar. This picture will need to be submitted in the Special Service Support Center (SSSC) web questionnaire.
2. Inspect and record the date codes on all four door latches. This information will need to be submitted in the SSSC web questionnaire.

**NOTE:** Build date can be comprised of numbers or letters up to 7 digits in length.



**FIGURE 1**

**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. 

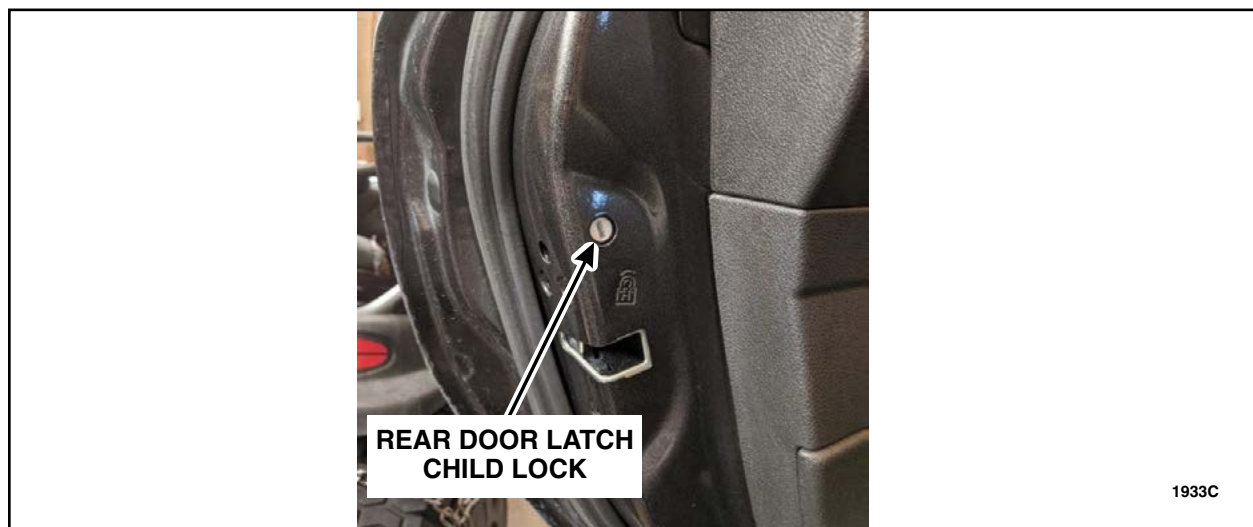


## FUSION, MKZ AND FIESTA VEHICLES

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

**Fusion/MKZ**  **Fiesta** 

1. Replace all four door latches. For additional information, refer to Workshop Manual (WSM) Section 501-14.
2. As each old door latch is removed, perform the Door Latch Functionality Bench Test on page 4.
3. When repairs are complete, verify the presence of a child lock in each of the rear door latches. See Figure 2.



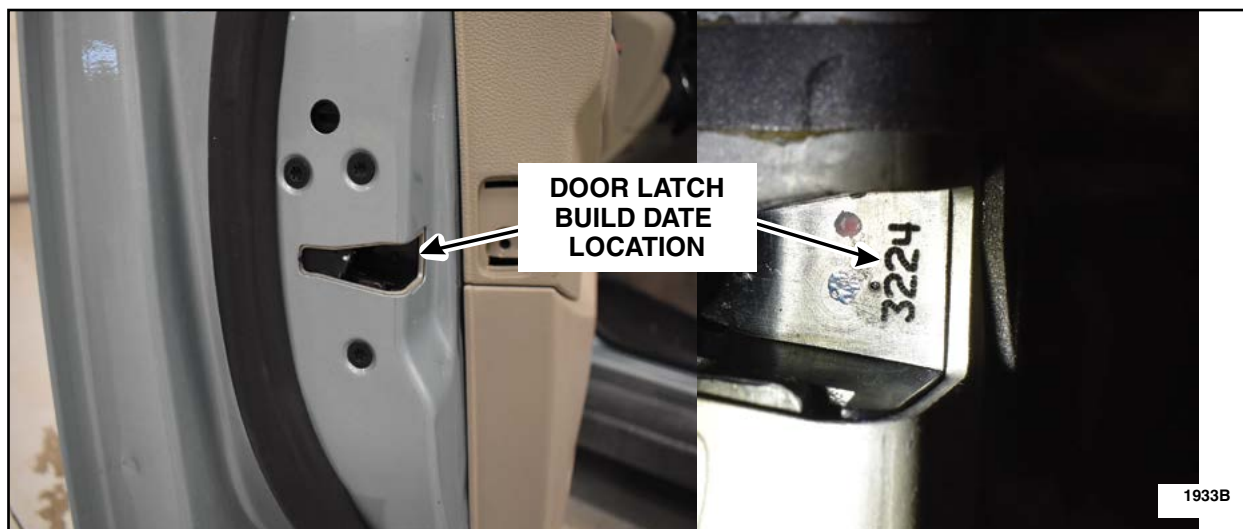
**FIGURE 2**





4. Once the **new** latches have been installed in the vehicle, record all four date codes of the new latches. Additionally, capture a picture of the date code of each new door latch (four pictures total) showing them installed in the vehicle. These pictures will need to be submitted in the SSSC web questionnaire. See Figure 3.

**NOTE:** If there is grease or debris covering the door latch build date, use a shop rag to wipe away the grease prior to taking the picture.



**FIGURE 3**

5. The service manager must inspect the vehicle to confirm that repairs were completed. Obtain service manager sign-off on the repair order. This will be need to be submitted in the SSSC web questionnaire (image, scan, or PDF).



### Door Latch Functionality Bench Test

**NOTE:** Once the door latches have been removed, perform the Door Latch Functionality Bench Test. Record the data for use in the SSSC web questionnaire.

**NOTE:** Video demonstrating the complete Door Latch Functionality Bench Test can be found below. Rear door latch shown, Front door latch similar.

Bench Test 

1. Using a suitable screwdriver, insert and engage the door latch mechanism. See Figure 4.

**NOTE:** Rear door latch shown, Front door latch similar.



**FIGURE 4**

2. Turn the door latch on its side, and slide the interior handle release lever to release the latching mechanism. See Figure 5.



**FIGURE 5**



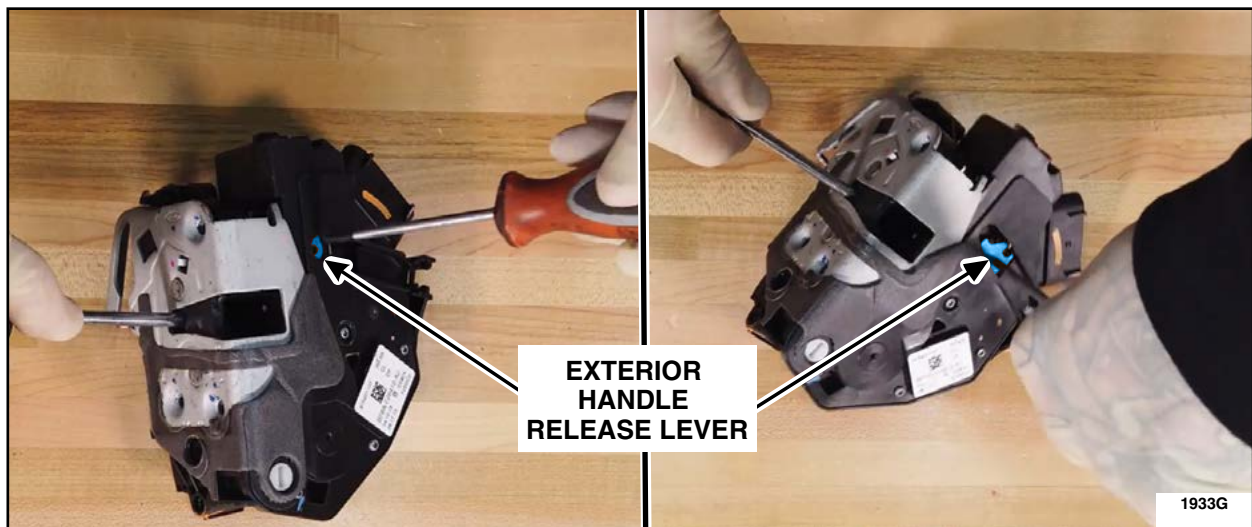
3. With the interior handle release lever engaged, place screwdriver back in the latch and verify that the latch releases. See Figure 6.



**FIGURE 6**

4. Re-engage the latch with the screwdriver. See Figure 4.

5. After the latch has been placed in the latched position, take a second screwdriver and actuate the exterior handle release lever. See Figure 7.



**FIGURE 7**



6. With the exterior handle release lever engaged, verify that the latch releases. See Figure 8.



**FIGURE 8**



**Ford Motor Company**  
**Recall Reimbursement Plan for 20S15**

*Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.*

*Regarding the specific reimbursement plan for Recall # 20S15, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to September 25, 2020. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2019. The following is the text of that letter and the Plan:*

**General Recall Reimbursement Plan**  
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2019 submission.

**Reimbursement Notification**

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company  
P.O. Box 6251  
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

## **Costs to be Reimbursed**

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

### Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

## **Required Documentation**

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

**Additional Information**

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.