



David J. Johnson
 Director
 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
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March 24, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Awareness Communication - Upcoming Safety Recall 20S15
 Certain 2014-2015 Model Year Fiesta and 2014-2016 Model Year Fusion and
 MKZ Vehicles
 Door Latch Replacement

REASON FOR THIS COMMUNICATION

To inform you that Ford Motor Company is notifying the National Highway Traffic Safety Administration (NHTSA) of an upcoming safety recall on the affected vehicles. Parts are not currently available to complete the required repair. Once NHTSA has been informed, there is a possibility that you may be contacted by customers about the recall. This notice will help you answer customer questions.

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.

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
MKZ		Hermosillo	

SERVICE ACTION

It is anticipated that the complete dealer bulletin announcing this upcoming action will be provided to dealers by the end of the second quarter 2020, once parts to repair this condition are available. In the meantime, owners of affected vehicles can minimize the safety concern by ensuring the doors are positively latched before driving the vehicle.

CUSTOMER NOTIFICATION

Owner letters are expected to be mailed the week of May 4, 2020.

OASIS AND FSA VIN LISTS

OASIS and FSA VIN Lists will be activated once the full dealer bulletin has been posted.

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,

A handwritten signature in black ink, appearing to read "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson