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

<table>
<thead>
<tr>
<th>Vehicle</th>
<th>Model Year</th>
<th>Assembly Plant</th>
<th>Build Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiesta</td>
<td>2014-2015</td>
<td>Cuautitlan</td>
<td>November 1, 2013 through December 4, 2014</td>
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<td>Fusion</td>
<td>2014-2016</td>
<td>Flat Rock</td>
<td>November 1, 2013 through April 27, 2015</td>
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<tr>
<td>MKZ</td>
<td>2014-2016</td>
<td>Hermosillo</td>
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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,

David J. Johnson