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TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice – Safety Recall 23S36

Certain 2014-2016 Model Year Transit Connect Vehicles
Left and Right Front Door Latch Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit Connect	2014-2016	Valencia	August 9, 2013 through February 1, 2016

US population of affected vehicles: 109,958. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, the front 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

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers when parts ordering information and repair instructions are available to support this safety recall.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

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 \$26,315 per vehicle. Correct all vehicles in your new vehicle inventory prior to 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.

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 System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

Stacy L. Balzer