



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

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

October 21, 2020

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Regional Program 20R01**

Certain 2014-2015 Model Year Fiesta and 2014-2016 Model Year Fusion and MKZ Vehicles Not Covered in Safety Recall 20S15  
Door Latch Replacement

**REF:** **Safety Recall 20S15**

Dated August 24, 2020

### **AFFECTED VEHICLES**

Vehicles identified below were **not originally sold** and are **not currently registered** in the high ambient temperature states covered under Safety Recall 20S15.

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
			November 1, 2013 through April 27, 2015
MKZ		Hermosillo	November 1, 2013 through April 27, 2015

This program does not apply to 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.

### **REASON FOR THIS PROGRAM**

Under Safety Recall 20S15, 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. Ford's analysis indicates that this condition is more likely to happen in states and territories with high ambient temperatures.

For 20R01, owners will be notified that if their vehicle exhibits door latching concerns or if they are concerned about the latches in their vehicles, they may request repairs under this regional program.

**NOTE: Vehicles identified as originally sold, or currently registered in the high ambient temperature states are included in Safety Recall 20S15 and can be identified in OASIS.**

### **SERVICE ACTION**

Based on customer request, 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, upon request, 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 November 9, 2020. Owners will be instructed to schedule a service appointment without delay if their vehicle exhibits door latching concerns or if they are concerned about the latches in their vehicle.

### **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letters

### **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

**Regional Program 20R01**

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

**OASIS ACTIVATION**

OASIS will be activated on October 21, 2020.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will not be activated for this service action.

**SOLD VEHICLES**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this regional program.
- If a customer's vehicle exhibits door latching concerns or if owners are concerned about the latches in their vehicles, they may request repairs under this regional program.
- Owners can continue to safely drive their vehicles if they ensure the doors are securely latched without using excessive effort before driving.

**STOCK VEHICLES**

Use OASIS to identify any affected vehicles in your used vehicle inventory.

**TITLE BRANDED / SALVAGED VEHICLES**

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

**OWNER REFUNDS**

- **This regional program must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the program on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires **May 31, 2021**.
- 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.
- 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.

**Regional Program 20R01**

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

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

- 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 20R01 is the sub code.
  - For additional claims preparation and submission information, refer to the Program 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.
- **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: 20R01
  - Misc. Expense: REFUND
  - Misc. Expense: ADMIN
  - 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.

**Regional Program 20R01**

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

**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><u>in addition to ONE</u></b> of the appropriate labor operations listed below.	20R01A	1.1 Hours
Fiesta - Replace all four door latches	20R01B	1.5 Hours
Fusion/MKZ - Replace all four door latches	20R01C	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-P	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, RETURN, & SCRAPPING**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions program.

**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

**NOTE:** This procedure applies to vehicles identified that were **not** originally sold and are **not** currently registered in the high ambient temperature states covered under Safety Recall 20S15.

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.

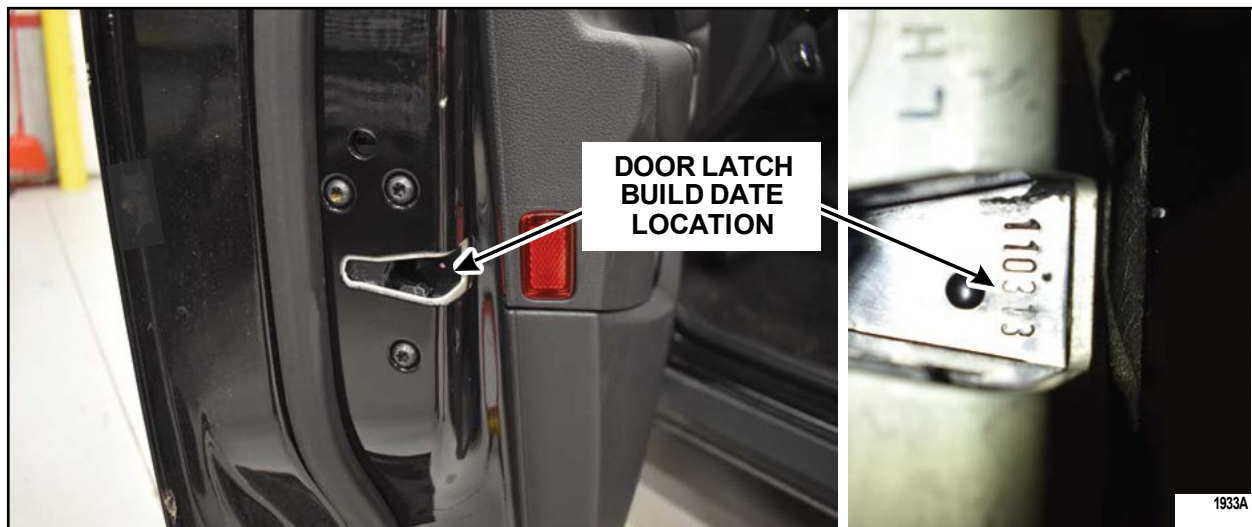





FIGURE 1

**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. 

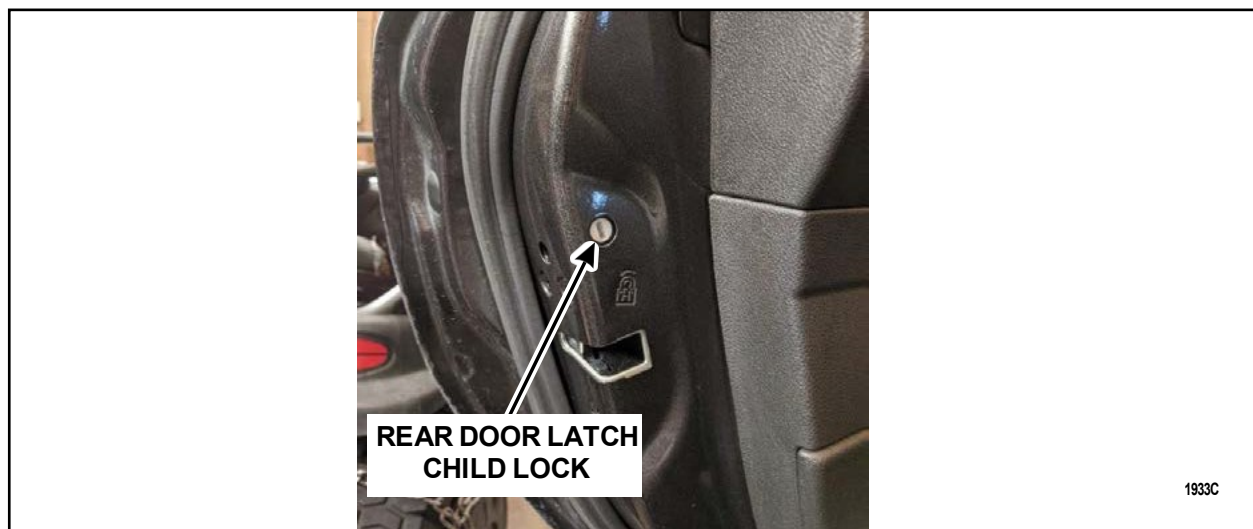


## FUSION, MKZ AND FIESTA VEHICLES

**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.

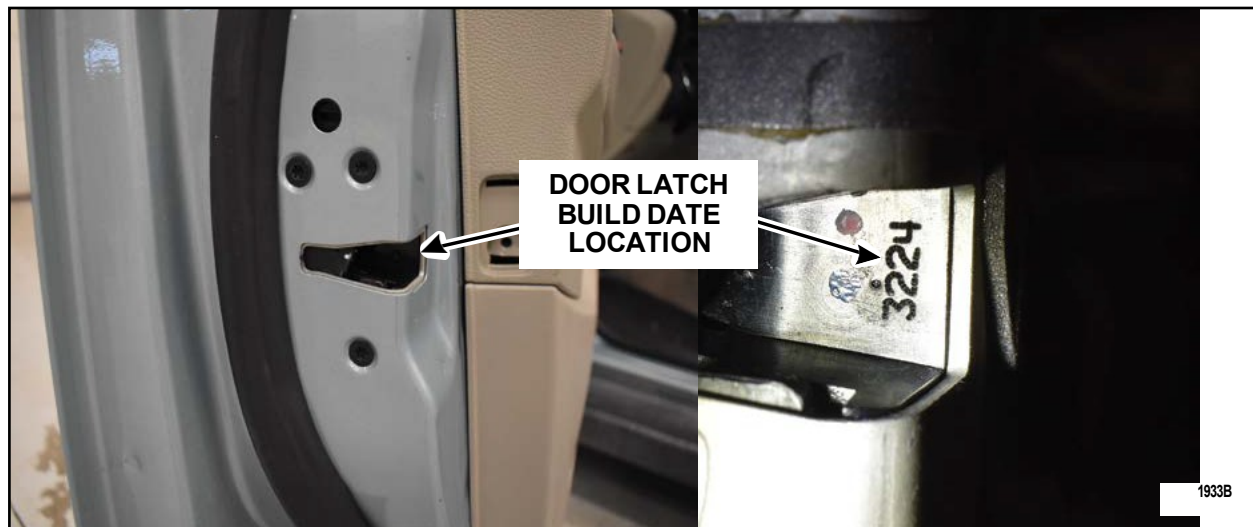


**FIGURE 2**



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**

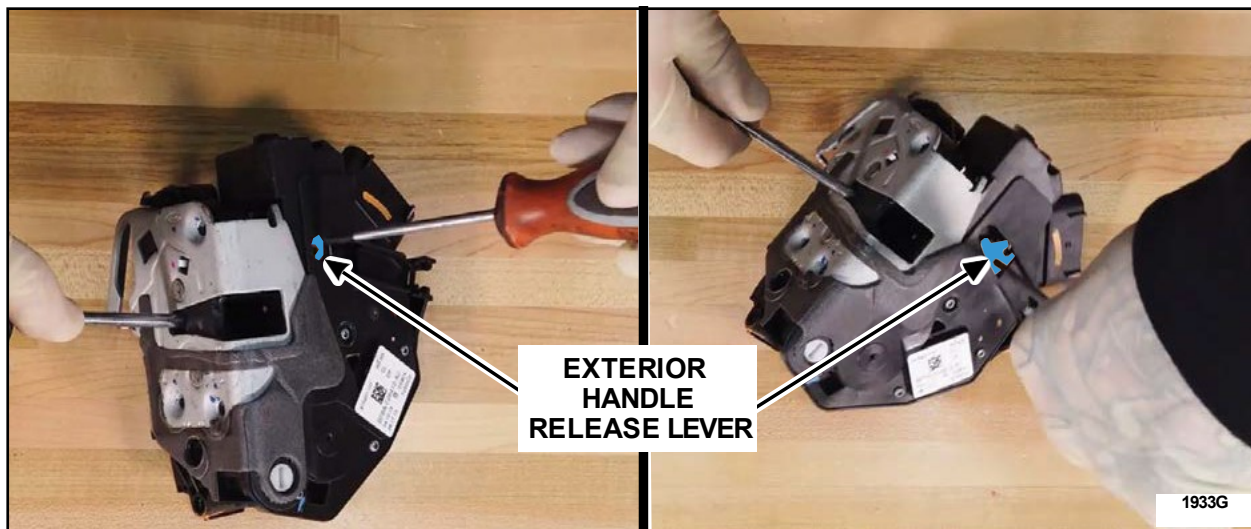


3. With the interior handle release lever engaged, place screwdriver back in the latch and verify that the latch releases. See Figure 6.



**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**

**IMPORTANT NOTE:** Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.





Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

November 2020

Regional Program 20R01

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Regional Customer Satisfaction Program for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

Ford Motor Company is conducting a safety recall (20S15) on certain 2014-2015 Model Year Fiesta and 2014-2016 Model Year Fusion and MKZ vehicles registered in certain high ambient temperature states and territories.

Recall 20S15 addressed the possibility for the pawl spring tab inside one or more of the side door latches to break and will typically prevent the door from latching. If this occurs and the door is able to be latched after repeated attempts to shut the door, there is a potential the door may unlatch while driving, increasing the risk of injury. Our analysis indicates that this condition is more likely to happen in states and territories with high ambient temperatures.

Our records indicate that your vehicle is not registered in a high ambient temperature state or territory and is not subject to the safety recall program announced by Ford. However, we want to inform you that your vehicle is eligible for a free, one-time repair of the door latches under this Regional Customer Satisfaction Program (20R01).

**What is the effect?**

If you are 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.

**What will Ford and your dealer do?**

If your vehicle exhibits door latching concerns or if you are otherwise concerned about the latches in your vehicle, Ford Motor Company has authorized your dealer to replace all four door latches free of charge (parts and labor).



<b>How long will it take?</b>	The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
<b>COVID-19 (CORONAVIRUS)</b>	Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit <a href="http://owner.ford.com">owner.ford.com</a> .
<b>What should you do?</b>	<p>If your vehicle exhibits door latching concerns or if you are otherwise concerned about the latches in your vehicle, Ford Motor Company wants you to have this service action completed on your vehicle. Please call your dealer without delay to schedule a service appointment for Regional Customer Satisfaction Program 20R01. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.</p> <p>If you do not already have a servicing dealer, you can access <a href="http://www.Fordowner.com">www.Fordowner.com</a> for dealer addresses, maps, and driving instructions.</p> <p>NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.</p>
<b>Have you previously paid for this repair?</b>	<p>If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct door latches were used.</p> <p>If the previously paid for repair was performed <u>before</u> the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to door latch replacement. To verify eligibility and <u>expedite reimbursement</u>, give your paid original receipt to your dealer before May 31, 2021. To avoid delays, do not send receipts to the Ford Motor Company</p>
<b>What if you no longer own this vehicle?</b>	<p>If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.</p> <p>You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.</p>
<b>Can we assist you further?</b>	<p>If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.</p> <p><b>RETAIL OWNERS:</b> If you have questions or concerns, please contact our <b>Ford Customer Relationship Center at 1-866-436-7332</b> and one of our</p>

**Can we assist you  
further?  
(Continued)**

representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

**FLEET OWNERS:** If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.fleet.ford.com](http://www.fleet.ford.com).

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division



## THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

November 2020

Regional Program 20R01

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At the Lincoln Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Regional Customer Satisfaction Program for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

The Lincoln Motor Company is conducting a safety recall (20S15) on certain 2014 - 2016 Model Year MKZ vehicles registered in certain high ambient temperature states and territories.

Recall 20S15 addressed the possibility for the pawl spring tab inside one or more of the side door latches to break and will typically prevent the door from latching. If this occurs and the door is able to be latched after repeated attempts to shut the door, there is a potential the door may unlatch while driving, increasing the risk of injury. Our analysis indicates that this condition is more likely to happen in states and territories with high ambient temperatures.

Our records indicate that your vehicle is not registered in a high ambient temperature state or territory and is not subject to the safety recall program announced by Lincoln. However, we want to inform you that your vehicle is eligible for a free, one-time repair of the door latches under this Regional Customer Satisfaction Program (20R01).

**What is the effect?**

If you are 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.

**What will Lincoln and your dealer do?**

If your vehicle exhibits door latching concerns or if you are otherwise concerned about the latches in your vehicle the Lincoln Motor Company has authorized your dealer to replace all four door latches free of charge (parts and labor).

**How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**COVID-19 (CORONAVIRUS)** Lincoln dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting client vehicles and vehicles both before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Lincoln and your local dealer are working hard to keep you on the road during these challenging times, please visit [owner.lincoln.com](http://owner.lincoln.com).

**What should you do?** If your vehicle exhibits door latching concerns or if you are otherwise concerned about the latches in your vehicle, the Lincoln Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Please call your dealer without delay to schedule a service appointment for Regional Customer Satisfaction Program 20R01. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [www.Lincolnowner.com](http://www.Lincolnowner.com) for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln Way App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**Have you previously paid for this repair?** If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct door latches were used. If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to door latch replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before May 31, 2021. To avoid delays, do not send receipts to the Lincoln Motor Company.

**What if you no longer own this vehicle?** If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner.



**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is:

[www.Lincolnowner.com](http://www.Lincolnowner.com).

For the hearing-impaired call 1-800-232-5952 (TDD).

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.fleet.ford.com](http://www.fleet.ford.com).

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

The Lincoln Motor Company