



Service Engineering Operations
Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

August 8, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Regional Program 20R01 - Supplement #1**
Certain 2014-2015 Model Year Fiesta, 2014-2016 Model Year Fusion, MKZ *and*
2014-2016 Model Year Transit Connect Vehicles Not Covered in Safety Recall
20S15 *or* 23S36
Door Latch Replacement *and Inspection*

REF: **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 - Dated: October 21, 2020

New! REASON FOR THIS SUPPLEMENT

- **Affected Vehicles and Build Dates:**
 - *The build date ranges for Fiesta, Fusion and MKZ vehicles have been expanded. Refer to the Affected Vehicles table below for revised dates.*
 - *Certain Transit Connect vehicles have been added to the program.*
- **Service Action:** *Vehicles built after the original posted build end date range will have an inspection to check the latch date code to determine if latch replacement is required.*
- **Parts Requirements / Ordering Information:** *Latch kits are no longer on open order and part numbers have been revised on two of the kits. Refer to the table in Attachment II for details.*

New! 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 *or* 23S36.

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2014-2015	Cuautitlan	November 1, 2013 through <i>January 30, 2015</i>
Fusion	2014-2016	Flat Rock	November 1, 2013 through April 27, 2015
MKZ		Hermosillo	November 1, 2013 through <i>July 31, 2015</i>
<i>Transit Connect</i>	<i>2014-2016</i>	<i>Valencia</i>	<i>September 26, 2013 through February 1, 2016</i>

US population of affected vehicles added to the program: 33,538. Affected vehicles are identified in OASIS and FSA VIN Lists.

AFFECTED VEHICLES (continued)

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.

New! REASON FOR THIS PROGRAM

Under Safety Recalls 20S15 *and 23S36*, 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 23S36* and can be identified in OASIS.

New! SERVICE ACTION

Based on customer request, dealers are to replace all four door latches and provide enhanced documentation supporting the completeness of repairs. *For Fiesta, Fusion and MKZ vehicles added in the supplement, dealers will inspect the latch build date codes and replace the latches ONLY if any of the date codes are found to be prior to the dates as directed in the technical instructions. For Transit Connect vehicles added in the program, based on customer request, dealers are to replace the front driver and passenger 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.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of November 9, 2020. *Owner letters for vehicles added to the program are expected to be mailed the week of August 26, 2024.* 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.

New! 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 **\$27,168** per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

New! ATTACHMENTS

- *Administrative Information*
- *Technical Instructions*
- *Mobile Service Repair Assessment*
- *Mobile Repair/Vehicle Pick-Up & Delivery Record*
- *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 System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Customer Service Division

Regional Program 20R01 - Supplement #1**New! MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

Ⓢ - Not a Mobile Service Repair

New! OASIS ACTIVATION

OASIS was activated on October 21, 2020 for the original population. *Supplemental VINs added to the program will be activated on August 8, 2024.*

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.

New! 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.

BRANDED / SALVAGED TITLE VEHICLES

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

New! 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 of vehicles added to the program in the supplement have until January 31, 2025 to submit for a refund.*
- 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.

Regional Program 20R01 - Supplement #1

New! PICK-UP & DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- *Ford Dealers - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.*

New! PICK-UP & DELIVERY- Non-participating Dealers

Ford Dealers not participating in the 2024 Remote Experience Program for Pick-Up & Delivery are authorized to claim unique services for completing this program.

- *Dealers are authorized to claim one-half labor hour per repair for vehicle Pick-Up & Delivery services. Refer to Labor Allowances for details.*
- *Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.*

New! LINCOLN PICK-UP & DELIVERY

Owners of Lincoln vehicles in this program have the option of requesting Pick-Up & Delivery service from their dealership. See labor claiming table below.

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 FSAs / 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 before completing the repair.

New! CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** *The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after April 1, 2024. FSA repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See EFC14251 for more details.*
- **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.

Regional Program 20R01 - **Supplement #1**

CLAIMS PREPARATION AND SUBMISSION (continued)

- **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 the same claim type and subcode 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: 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.
- **Lincoln Pick-Up & Delivery:**
 - *See labor claiming table below.*
- **Pick-Up & Delivery:**
 - *Dealers participating in the Remote Experience Program –*
 - *Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.*
 - *Dealers NOT participating in the Remote Experience Program –*
 - *Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services. Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order.*

Regional Program 20R01 - **Supplement #1****New!** 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. <i>Can ONLY be claimed with labor operations B or C.</i>	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
<i>Transit Connect – Replace left and right front door latches Includes time to record and submit pics and old/new door latch date codes to the SSSC.</i>	<i>20R01D</i>	<i>1.8 Hours</i>
<i>PASS latch date code inspection. Includes time for:</i> <i>Inspecting and recording latch date codes.</i> <i>Submit self-service contact to SSSC.</i> <i>Submitting photos of all latch date codes.</i> <i>Cannot be claimed with A, B, C or D.</i>	<i>20R01E</i>	<i>0.4 Hours</i>
<i>Lincoln vehicle PDL Allowance: NOTE: This allowance is for dealer-performed vehicle PDL for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</i>	<i>20R01LL</i>	<i>0.5 Hours</i>
<i>Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</i>	<i>20R01PP</i>	<i>0.5 Hours</i>

Regional Program 20R01 - *Supplement #1*

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Special Program Part Ordering:

*To place an order for DE8Z-54264A26-D, DE8Z-54264A26-C or DS7Z-54264A26-P, submit a Special Program order in the DOW system. **SSSC contact is not required to order K-Coded parts on this program.** More information can be found in EFC 10642.*

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
DE8Z-54264A26-D	1	1	4	Door latch kit - (four latches) Fiesta with keyless entry
DE8Z-54264A26-C	1	1	4	Door latch kit - (four latches) Fiesta without keyless entry*
DS7Z-54264A26-P	1	1	4	Door latch kit - (four latches) Fusion and MKZ

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

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Special Program Part Ordering:

To place an order for KT1Z-99264A26-G submit a VIN-specific Part Order contact via the SSSC Web Contact Site. KT1Z-99264A26-F can be ordered through normal order processing channels.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
KT1Z-99264A26-F	1	1	2	Front door latch kit - (two front latches) Transit Connect with left exterior door lock cylinder only
KT1Z-99264A26-G		1		Front door latch kit - (two front latches) Transit Connect with left and right exterior door lock cylinders

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

DEALER PRICE

For the 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 by 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 recall.

Regional Program 20R01 - **Supplement #1**

EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

New! REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021, or later must be inspected and signed off on the repair order by a member of your dealer fixed operations management team or an employee of the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.*
- Inspect the replaced parts to verify the FSA repair was completed.*
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.*
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.*
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.*

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.



Ford Motor Company
Ford Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

August 2024

Regional Program 20R01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This Notice Applies to Your Vehicle, 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 and safety recall (23S36) on certain 2014-2016 Transit Connect vehicles registered in certain high ambient temperature states and territories.

Recalls 20S15 and 23S36 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?

Parts are now available to repair your vehicle. 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).

- 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.
- What should you do?** 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.
- If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.
- 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.
- Pick-Up and Delivery** Complimentary vehicle Pick-Up & Delivery service may also be available upon request through participating dealers. Your dealer will pick up your vehicle and return it with the repair completed.
- 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 recall performed to ensure the correct parts and procedures were used.
- You may be eligible for a refund of previously paid repairs. 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 January 31, 2025.
- Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at PO Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.
- Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.
- 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 government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which 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 **Ford Customer Relationship Center (CRC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The CRC is open on weekdays from 8:00 AM – 11:00 PM and on Saturday 8:00 AM - 8:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the internet, our address is ford.com/support.

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is fleet.ford.com.

Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division



Lincoln
PO Box 1904
Dearborn, Michigan 48121

August 2024

Regional Program 20R01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This Notice Applies to Your Vehicle, Vehicle Identification Number (VIN): 12345678901234567

At the Lincoln, 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.

What is the issue?

Lincoln 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 risk?

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 retailer do?

Parts are now available to repair your vehicle. 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 retailer 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 retailer may need your vehicle for a longer period of time.
- 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 retailer without delay to schedule a service appointment for Regional Customer Satisfaction Program 20R01. Provide the retailer with your VIN, which is printed near your name at the beginning of this letter.
- If you do not already have a servicing retailer, you can access [Lincoln.com/support](https://lincoln.com/support) for retailer 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 controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
- Pick-Up and Delivery** Complimentary vehicle Pick-Up & Delivery service may also be available upon request through participating retailers. Your retailer will pick up your vehicle and return it with the repair completed.
- 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 recall performed to ensure the correct parts and procedures were used.
- You may be eligible for a refund of previously paid repairs. 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 retailer before January 31, 2025.
- To request your refund directly from Lincoln, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Lincoln at PO Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.
- Detailed information regarding eligibility for Lincoln's reimbursement program and documentation requirements may be obtained by contacting our Customer Relationship Center at 1-866-436-7332.

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 government regulations require notification to be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate 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 retailer's Service Manager for assistance.

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Thank you for your attention to this important matter.

Lincoln

Regional Program 20R01 - Supplement #1

Certain 2014-2015 Model Year Fiesta, 2014-2016 Model Year Fusion and MKZ *and 2014-2016 Model Year Transit Connect* Vehicles Not Covered in Safety Recall 20S15 *or 23S36*
Door Latch Replacement *and Inspection*

Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.

Dealer Bulletin

Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels

-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

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Door Latch Replacement *and Inspection*

 – Enhanced Mobile Service

- ***A two-person process is required anytime a procedure requires work under the vehicle***
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

Note: Wheel lock may be required.

 – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

 – Not a Mobile Service Repair

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle

NEW ! CERTAIN 2014-2015 MODEL YEAR FIESTA, 2014-2016 MODEL YEAR FUSION AND MKZ AND 2014-2016 MODEL YEAR TRANSIT CONNECT VEHICLES NOT COVERED IN SAFETY RECALL 20S15 OR 23S36 — DOOR LATCH REPLACEMENT AND INSPECTION

IMPORTANT: *This procedure was modified from the original Workshop Manual (WSM) Procedure. Follow technical instructions carefully.*

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 *or* 23S36.

IMPORTANT! *The Service Technician Specialty Training (STST) Competency 10 certification requirement, for U.S. market only, will be enforced starting with repair orders opened on or after April 1, 2024. Field Service Action (FSA) repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 14251 for more details.*

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.*

SERVICE PROCEDURE

1. *For Transit Connect vehicles, proceed to Page 12 for Door Latch Procedure. ALL other vehicles, proceed to Step 2.*

2. *Is the vehicle built WITH-IN the dates shown in Figure 1?*

Yes - Proceed to Fusion, MKZ, and Fiesta Door Latch Procedure.

No - Proceed to Step 3.

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	2014-2016	Hermosillo	November 1, 2013 through April 27, 2015

2015A

FIGURE 1



3. Locate, inspect and record the date codes on all 4 door latches. See Figure 2. Are all date codes readable?

Yes - Proceed to Step 4.

No - Submit picture(s) of unreadable date code(s) to Special Service Support Center (SSSC).

Replace all 4 door latches. Follow Workshop Manual (WSM) procedures in Section 501-14.

Verify the presence of a child lock in each of the rear door latches. This completes the Field Service Action (FSA).

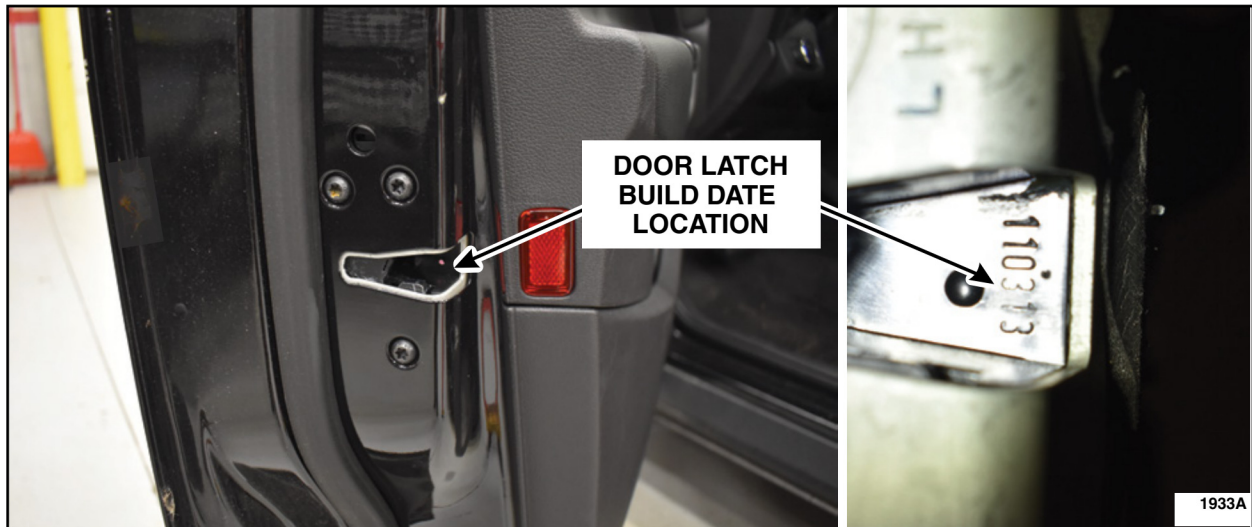


FIGURE 2

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.



4 Starting with the driver's side door date code, is the code a 6 or 7-digit alpha/numeric code?

For 6-digit code - Proceed to Step 5.

For 7-digit code - Proceed to Step 7.

5. Does the date code end in a letter?

Yes - Proceed to Step 6.

No - Proceed to Step 8.

6. Is the second to last number in the date code 1 or 2?

Yes - Proceed to Step 9.

No - Proceed to Step 10.

7. Using Figure 3 below, decode the 7-digit date code. Record the decoded date and proceed to Step 11.

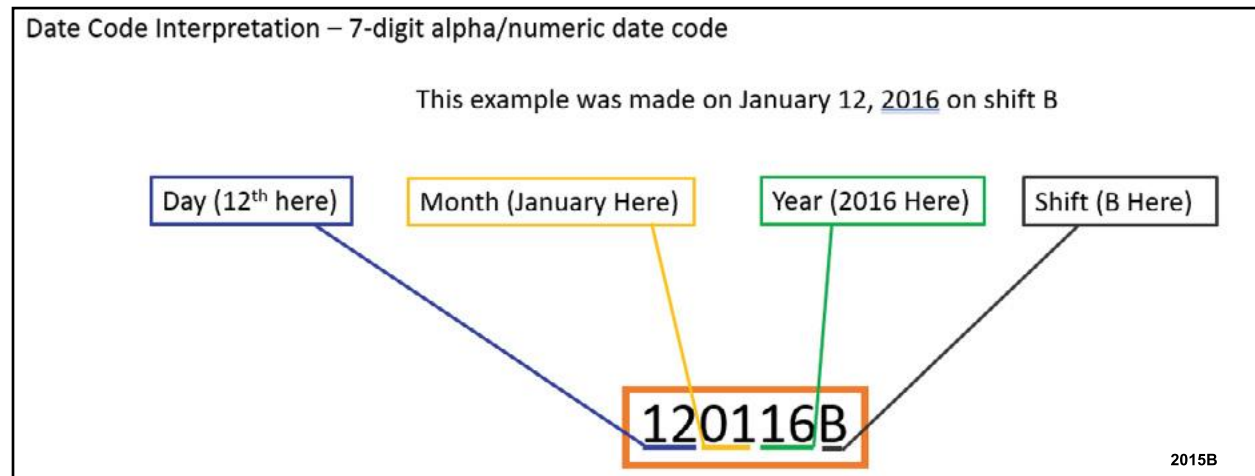


FIGURE 3



8. Using Figure 4 below, decode the 6-digit numeric date code. Record the decoded date and proceed to Step 11.

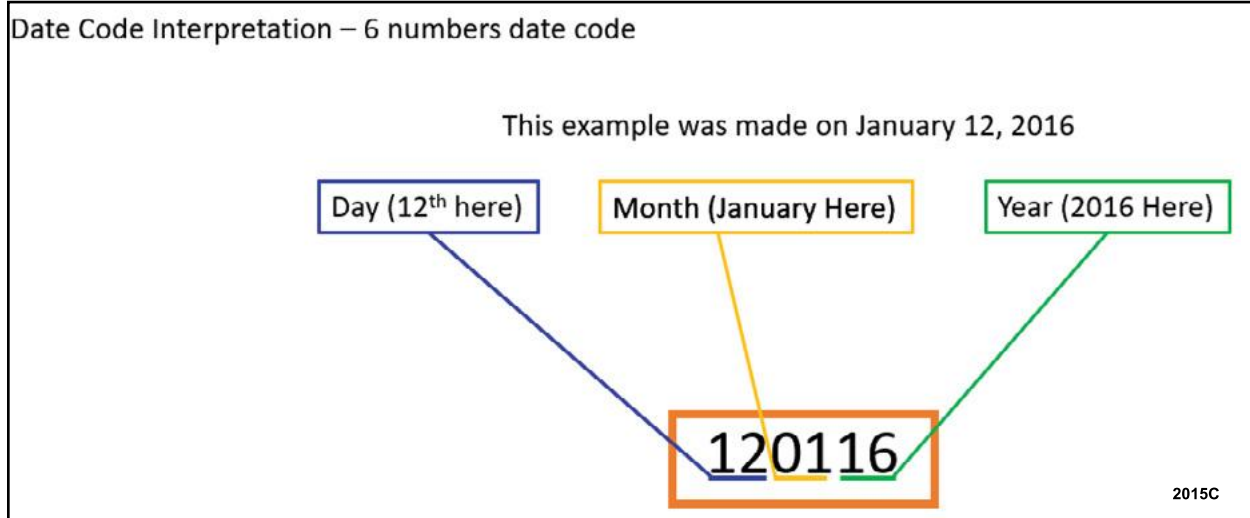


FIGURE 4

9. Using Figure 5 below, decode the 6-digit alpha/numeric date code ending in 1A, 2A, 1B or 2B. Record the decoded date and proceed to Step 11.

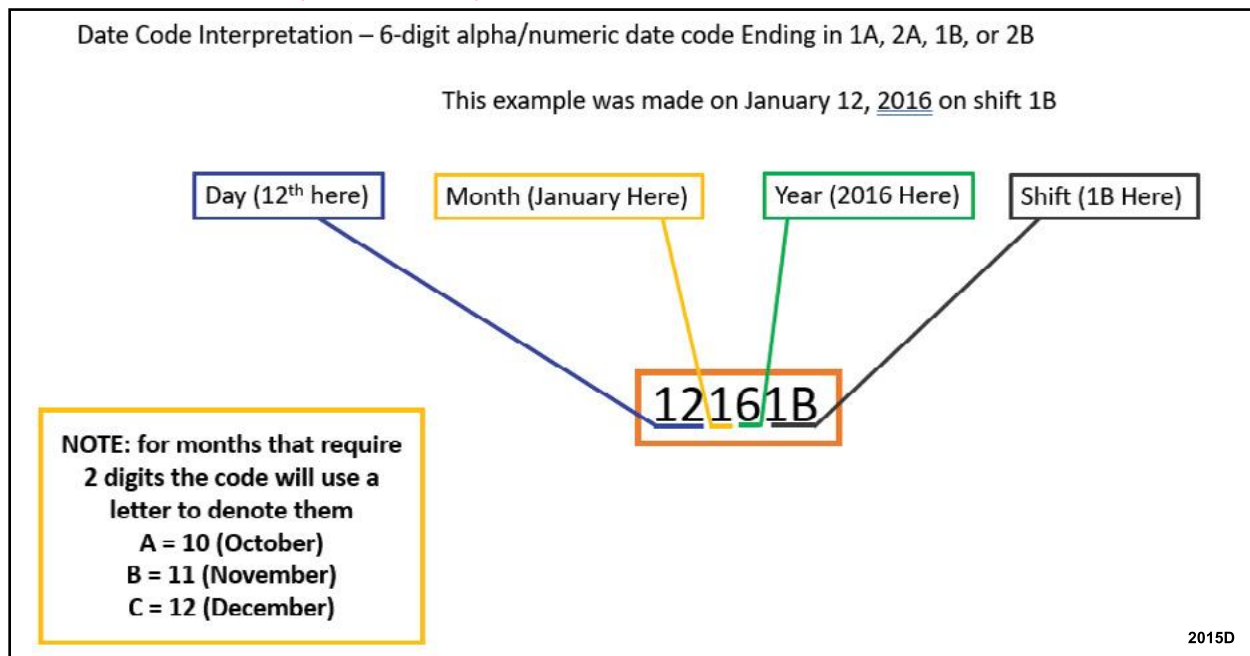


FIGURE 5



10. Using Figure 6 below decode the 6-digit alpha/numeric date code ending A or B. Record the decoded date and proceed to Step 11.

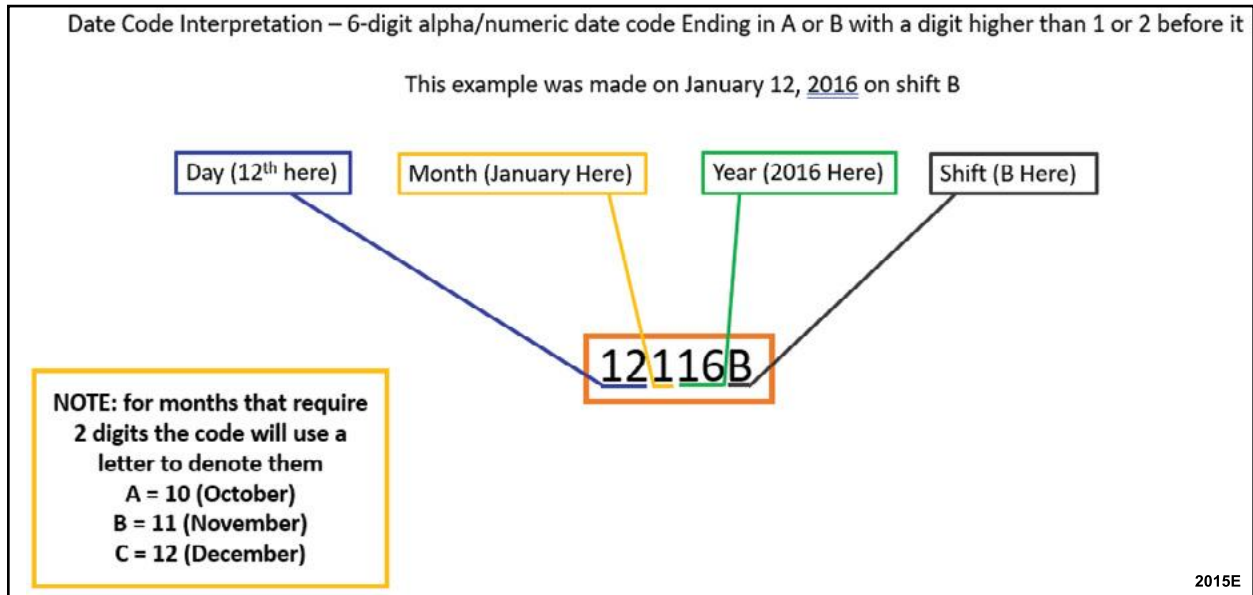


FIGURE 6

11. Repeat steps 4 through 6 for the remaining door latches. Was the inspection completed on all 4 door latches?

Yes - Proceed to Step 12.

No - Repeat steps 4 through 6 on the remaining door latches.

12. Did any of the date codes on the latches not work with the decoders provided?

Yes - Submit picture(s) to SSSC. Replace all 4 door latches. Follow Workshop Manual (WSM) procedures in Section 501-14. Verify the presence of a child lock in each of the rear door latches. This completes the Field Service Action (FSA).

No - Proceed to Step 13.

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.



13. Do any of the decoded door latch date codes fall prior to the build dates shown in the chart in Figure 7?

Yes - If any of the 4 door latches have a date prior to the build date shown in the chart, replace ALL 4 door latches. Follow WSM procedures in Section 501-14. Verify the presence of a child lock in each of the rear door latches. Continue to Step 14.

No - Continue to Step 14.

Vehicle	Assembly Plant	Clean Date Code
Fiesta	Cuautitlan	November 29, 2014
Fusion	Hermosillo	May 28, 2015
MKZ	Hermosillo	May 28, 2015

2015F

FIGURE 7

14. Capture photos of all 4 door latches, VIN tag, and signed RO, and submit to SSSC. This completes the FSA.

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.



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 9.
3. When repairs are complete, verify the presence of a child lock in each of the rear door latches. See Figure 8.

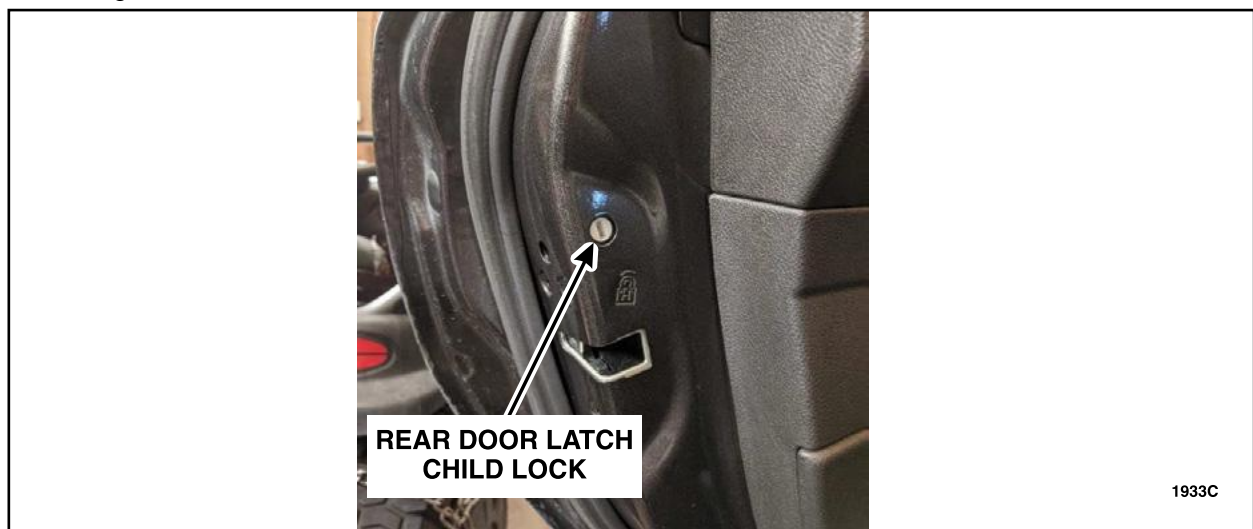


FIGURE 8



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 9.

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.

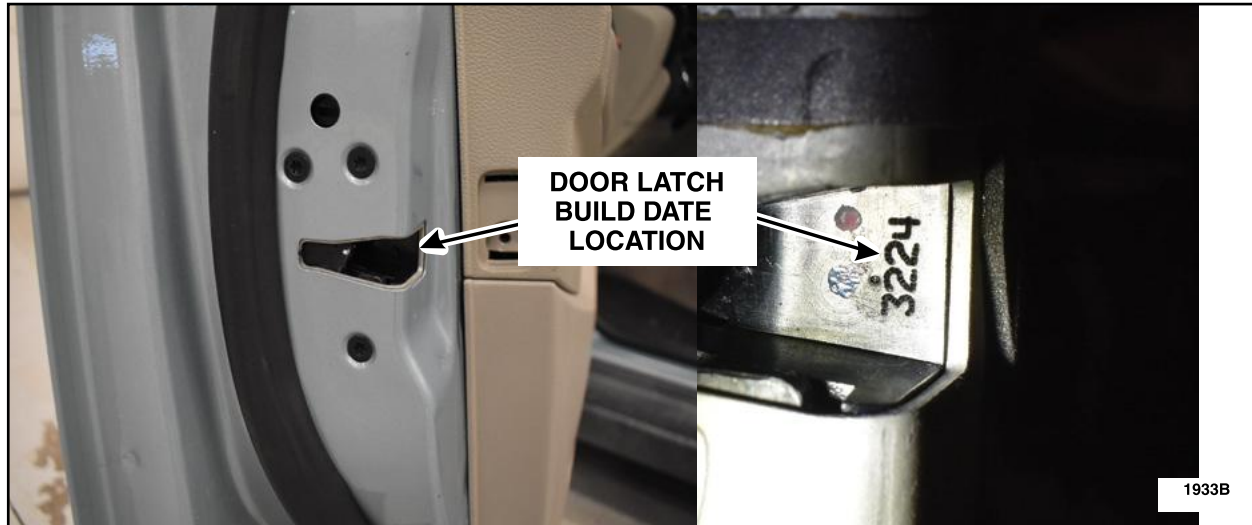


FIGURE 9

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 10.

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



FIGURE 10

2. Turn the door latch on its side, and slide the interior handle release lever to release the latching mechanism. See Figure 11.



FIGURE 11



3. With the interior handle release lever engaged, place screwdriver back in the latch and verify that the latch releases. See Figure 12.



FIGURE 12

4. Re-engage the latch with the screwdriver. See Figure 13.
5. After the latch has been placed in the latched position, take a second screwdriver and actuate the exterior handle release lever. See Figure 13.

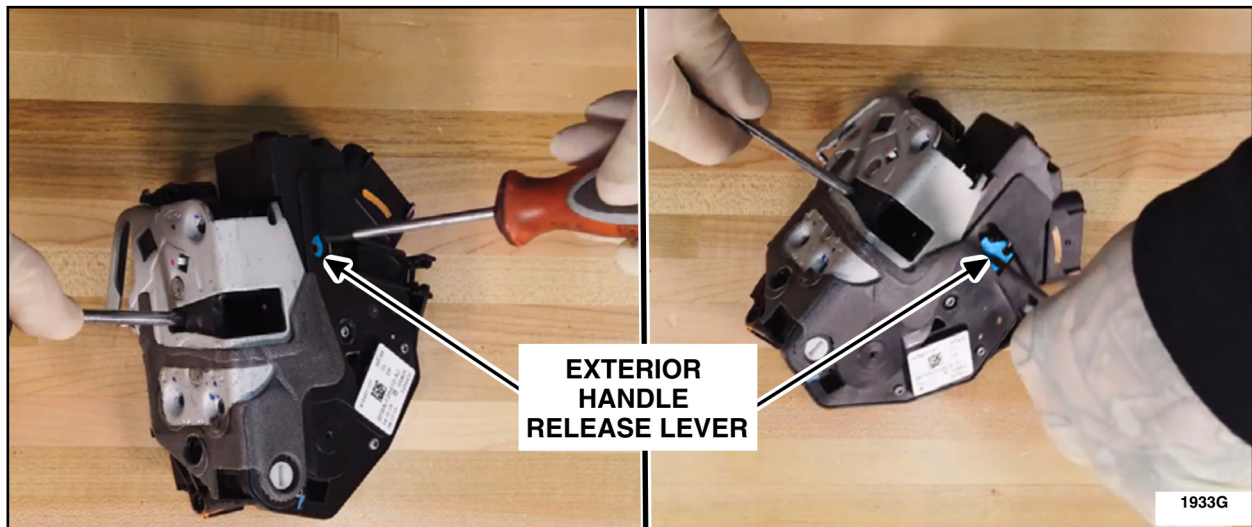


FIGURE 13



6. With the exterior handle release lever engaged, verify that the latch releases. See Figure 14.



FIGURE 14

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.



TRANSIT CONNECT VEHICLES

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 SSSC web questionnaire.
2. Inspect and record the date codes on **BOTH** front door latches. This information will need to be submitted in the SSSC web questionnaire. See Figure 15.

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

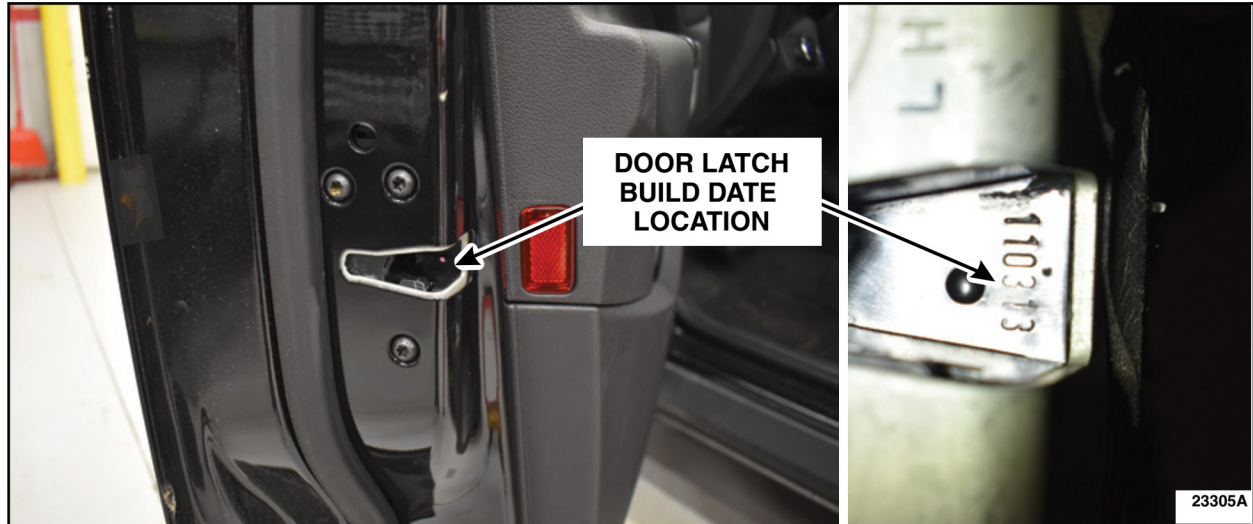


FIGURE 15

3. Replace **BOTH** front door latches. Follow the WSM procedures in Section 501-14.
4. Repeat Steps 1 and 2 for the new front door latches.
5. Submit the original build date and the replacement part build date to the SSSC using the web questionnaire. This completes the FSA.

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Regional Program 20R01-**S1**

Vehicle Pick-Up and Delivery Record

VIN _____ received:

☐ Pick-up and/or delivery service

As outlined below for the 20R01 Regional Program.

☐ Pick-up – Date: _____

☐ Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date