CERTAIN 2011-2014 MODEL YEAR FIESTA AND 2013-2014 MODEL YEAR FUSION AND MKZ VEHICLES — DOOR LATCH REPLACEMENT

OVERVIEW

In all of the affected vehicles, the door latches have a pawl spring tab that may break. This condition will typically prevent the door from latching. In certain situations where the door is able to be closed, the door may unlatch while driving, increasing the risk of injury. Dealers are to replace all four door latches.

SERVICE PROCEDURE

FUSION AND MKZ VEHICLES

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

Recommended Tool List:

- 1/4" Drive Short Well Sockets 5.5mm, 7mm, 8mm
- 1/4" Drive Torx Bits T-20, T-25, T-27
- 1/4" Drive Extension 3 in (76 mm) to 6 in (152 mm)
- 1/4" Drive Cordless Impact Driver
- 1/4" Ratchet
- 1/4" Torque Wrench
- Needle Nose Pliers
- Plastic Trim Tools
- Small Flathead Pocket Screwdriver
- Large Flathead Screwdriver
- Flash Light
- Telescoping Magnet
- Straight and Curved Pick

1. Replace all four door latches. For additional information, refer to Workshop Manual (WSM) Section 501-14.