
OVERVIEW

In the affected vehicles, the pawl spring tab in a side door latch may break, which may make the door difficult to latch. A door that opens while driving increases the risk of injury. Before demonstrating or delivering any new in-stock vehicles, dealers are to replace the following door latches:

- C-MAX, Escape, Focus, MKC - all four side door latches.
- Mustang - two side door latches.
- Transit Connect - two sliding door latches.

SERVICE PROCEDURE

NOTE: Videos demonstrating the complete repairs on Focus and Escape vehicles can be found below.

Recommended Tool List:

<table>
<thead>
<tr>
<th>Tool Description</th>
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<tbody>
<tr>
<td>1/4&quot; Drive Sockets 5.5mm, 7mm, 10mm (Combination of Long and Short)</td>
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<tr>
<td>1/4&quot; Drive Torx Bits T-20, T-25, T-27, T-30, T-35 (Combination of Long and Short)</td>
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<tr>
<td>1/4&quot; Drive Extension 3 in (76 mm) to 6 in (152 mm)</td>
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<tr>
<td>1/4&quot; Drive Cordless Impact Driver</td>
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<tr>
<td>1/4&quot; Ratchet</td>
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<tr>
<td>1/4&quot; Torque Wrench</td>
</tr>
<tr>
<td>Needle Nose Pliers</td>
</tr>
<tr>
<td>Plastic Trim Tools</td>
</tr>
<tr>
<td>Small Flathead Pocket Screwdriver</td>
</tr>
<tr>
<td>Large Flathead Screwdriver</td>
</tr>
<tr>
<td>Flash Light</td>
</tr>
<tr>
<td>Telescoping Magnet</td>
</tr>
<tr>
<td>Straight and Curved Pick</td>
</tr>
<tr>
<td>Long Reach Trim Pry Tool 15 in (381 mm)</td>
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IMPORTANT: If equipped, ensure that the blocking lever and blocking lever spring are transferred to the new door latch, along with all other components removed from the old door latch. See Figure 1.

FIGURE 1

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C-MAX and Focus Vehicles

NOTE: For front door latch replacement, it is not necessary to remove the door modules, speakers, or water shield. To access components for removal, position aside the water shield as needed. See Figure 2.

1. Replace the front and rear side door latches. Please follow the Workshop Manual (WSM) procedures in Section 501-14.

Escape and MKC Vehicles

NOTE: For front door latch replacement, it is not necessary to completely remove the window regulator. Remove the two bolts and position aside the outer portion of the window regulator. See Figure 3.

1. Replace the front and rear side door latches. Please follow the WSM procedures in Section 501-14.
Transit Connect Vehicles

NOTE: Only the RH and LH sliding door latches are affected on Transit Connect Vehicles.

1. Remove the sliding door trim panel. Please follow the WSM procedures in Section 501-05.

2. Raise the sliding door glass to the full up position. See Figure 4.

FIGURE 4
3. Remove the sliding door watershield using an interior trim remover tool. See Figure 5.

4. Remove the sliding door latch bolts. See Figure 6.
5. Remove the sliding door latch bolts. See Figure 7.

   - Torque: 106 lb.in (12 Nm).

6. Disconnect the electrical connector from the sliding door latch. See Figure 8.
7. Position the sliding door latch out of the sliding door. See Figure 9.

8. Disconnect the interior and exterior sliding door latch cables. Remove and discard the sliding door latch. See Figure 10.

**FIGURE 9**

**FIGURE 10**

**NOTE:** When installing the new sliding door latches, align the child lock actuator with the slot in the sliding door before installing the sliding door latch bolts.

9. To install new sliding door latches, reverse the removal procedure.
Mustang Vehicles

NOTE: Use this procedure to service the side door latches.

1. Remove the front door trim panel. Please follow the WSM procedures in Section 501-05.

2. Align and apply masking tape or equivalent to window glass fore and aft along window seals as reference points for alignment during re-installation of the window glass. See Figure 11.

3. Replace both side door latches. Please follow the WSM procedures in Section 501-14.

FIGURE 11

NOTE: BEFORE removing the fasteners, mark all of the fasteners for the aft front door glass run and front door window regulator with a paint pen or permanent marker. See Figure 12.

FIGURE 12

NOTE: When reinstalling the window glass, align the tape with the window seal to ensure proper fit before tightening the fasteners. Door window glass adjustment is not necessary when following this procedure. See Figure 11.