TO: All U.S. Ford and Lincoln Dealers  
SUBJECT: DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S30 - Supplement #6

SIDE DOOR LATCH REPLACEMENT

NEW! REASON FOR THIS SUPPLEMENT

PARTS REQUIREMENTS / ORDERING INFORMATION: As of August 24, 2017, all parts are now available through open ordering and the one-for-one replenishment plan has ended.

AFFEC T ED VEHICLES

<table>
<thead>
<tr>
<th>Vehicle</th>
<th>Model Year</th>
<th>Assembly Plant</th>
<th>Build Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>MKC</td>
<td>2015</td>
<td>Louisville</td>
<td>August 20, 2013 through January 31, 2015</td>
</tr>
<tr>
<td>Mustang</td>
<td>2015</td>
<td>Flat Rock</td>
<td>February 11, 2014 through April 30, 2015</td>
</tr>
<tr>
<td>Transit Connect</td>
<td>2014-2016</td>
<td>Valencia (Spain)</td>
<td>August 1, 2013 through February 1, 2016</td>
</tr>
</tbody>
</table>

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

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.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles, dealers are to replace the following door latches:

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

OWNER NOTIFICATION MAILING SCHEDULE

Owners in Arizona, Florida, Nevada, New Mexico, Oregon, Texas, and Utah were notified in January, 2017. Owners in the other 43 states will be notified in phases beginning in Second Quarter 2017.

Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

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 $21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.


**ATTACHMENTS**

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

**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,

Michael A. Berardi
OASIS ACTIVATION
OASIS was activated on August 26, 2016.

FSA VIN LISTS ACTIVATION
FSA VIN Lists were made available through https://web.fsavinlists.dealerconnection.com on August 26th, 2016. Owner names and addresses will be available when owner mailings have completed.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES
- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES
- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES
A new law prohibits a Rental Company from selling, renting or leasing vehicles subject to a safety or compliance recall. This could impact dealer-operated rental fleets of 35 vehicles or more, including FRAC, LRAC, and DDR vehicles. Please see EFC04833 for details and consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES
Affected title branded and salvaged vehicles are eligible for this recall.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)
Additional repairs identified as necessary to complete the FSA should be managed as follows:
- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
  - 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, dealers are pre-approved to claim up to $100.00 in related damage.
  - For claims exceeding the pre-approved amount, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.
OWNER REFUNDS

• This safety recall must be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.

• Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. 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 side-door latch replacement.

RENTAL VEHICLES

Dealers are pre-approved for up to one day for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the SSSC via the SSSC Web Contact Site.

CLAIMS PREPARATION AND SUBMISSION

• Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  o DWE: refer to ACESII manual for claims preparation and submission information.
  o OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (16S30) is the sub code.

• Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.

• For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.

• Submit refunds on a separate repair line.
  - Program Code: 16S30 - Misc. Expense: ADMIN

• 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.

NOTE: Parts will be replenished based upon paid claims, it is important for dealers to file and follow up on rejected claims in a timely manner.
LABOR ALLOWANCES

All claims with a repair date on or after August 1, 2017 must use updated labor times to reflect the updated service labor time standard process.

<table>
<thead>
<tr>
<th>Description</th>
<th>Labor Operation</th>
<th>Labor Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace both side door latches – Mustang</td>
<td>16S30L</td>
<td>1.3 Hours</td>
</tr>
<tr>
<td>Replace both sliding door latches – Transit Connect</td>
<td>16S30M</td>
<td>1.0 Hours</td>
</tr>
<tr>
<td>Replace all side door latches – C-MAX</td>
<td>16S30N</td>
<td>1.5 Hours</td>
</tr>
<tr>
<td>Replace all side door latches – Focus</td>
<td>16S30P</td>
<td>1.5 Hours</td>
</tr>
<tr>
<td>Replace all side door latches – Escape</td>
<td>16S30Q</td>
<td>1.4 Hours</td>
</tr>
<tr>
<td>Replace all side door latches – MKC</td>
<td>16S30R</td>
<td>1.5 Hours</td>
</tr>
</tbody>
</table>

The 5-minute video announcing Service Labor Time Standards (SLTS) development for Recalls and Technical Service Bulletins (TSBs) has been posted [here].

New! PARTS REQUIREMENTS / ORDERING INFORMATION

One kit contains all required latches for a vehicle repair. Only one kit should be claimed per VIN.

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Order &amp; Claiming Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>CJ5Z-54264A26-A</td>
<td>C-MAX / Escape / 2012-2014 Focus / MKC Door Latch Kit (contains 4 latches)</td>
<td>1</td>
</tr>
<tr>
<td>CJ5Z-54264A26-B</td>
<td>2015 Focus Door Latch Kit (contains 4 latches)</td>
<td>1</td>
</tr>
<tr>
<td>CJ5Z-54264A26-C</td>
<td>Mustang Door Latch Kit (contains 2 latches)</td>
<td>1</td>
</tr>
<tr>
<td>CJ5Z-54264A26-D</td>
<td>Transit Connect Door Latch Kit (contains 2 sliding door latches)</td>
<td>1</td>
</tr>
</tbody>
</table>

The DOR/COR number for this program is 51057.

As of August 24, 2017, all parts are now available through open ordering and the one-for-one replenishment plan has ended. The final one-for-one replenishment orders were submitted on August 23, 2017.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.