



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 25, 2020

Mr. Adrian Diaz
Assistant Engineering Director Automotive Safety Office
Ford Motor Company
330 Town Center Drive
Suite 500/5024
Dearborn, MI 48126

NEF-150DM
20V-177

Subject: Doors May Open While Driving

Dear Mr. Diaz:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

FORD/FIESTA/2014-2015
FORD/FUSION/2014-2016
LINCOLN/MKZ/2014-2016

Mfr's Report Date: March 23, 2020

NHTSA Campaign Number: 20V-177

Components:

LATCHES/LOCKS/LINKAGES:DOORS:LATCH

Potential Number of Units Affected: 248,912

Problem Description:

Ford Motor Company (Ford) is recalling certain 2014-2015 Fiesta, 2014-2016 Fusion and Lincoln MKZ vehicles sold, or ever registered in Alabama, Arkansas, Arizona, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, New Mexico, Nevada, Oklahoma, Oregon, South Carolina, Texas, Utah, Washington, Puerto Rico, American Samoa, Guam, the Northern Mariana Islands (Saipan), and the U.S. Virgin Islands. A component within the door latches may break making the doors difficult to latch and/or leading the driver or a passenger to believe a door is securely closed when, in fact, it is not.

Consequence:

A door that is not securely latched could open while the vehicle is in motion, increasing the risk of injury to a vehicle occupant.

Remedy:

Ford will notify owners, and Ford or Lincoln dealers will replace the side door latches, free of charge. The recall is expected to begin May 4, 2020. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 20S15.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement