



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 10, 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-331

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/C-MAX/2013-2015
FORD/ESCAPE/2013-2015
FORD/FIESTA/2011-2014
FORD/FOCUS/2012-2015
FORD/FUSION/2013-2014
FORD/MUSTANG/2015
FORD/TRANSIT CONNECT/2014-2016
LINCOLN/MKC/2015
LINCOLN/MKZ/2013-2014

Mfr's Report Date: June 8, 2020

NHTSA Campaign Number: 20V-331

Components:

LATCHES/LOCKS/LINKAGES:DOORS:LATCH

Potential Number of Units Affected: 2,147,327

Problem Description:

Ford Motor Company (Ford) is recalling certain 2011-2014 Fiesta, 2013-2014 Fusion, 2015 Mustang, 2013-2015 Escape and C-Max, 2012-2015 Focus, 2014-2016 Transit Connect, 2013-2014 Lincoln MKZ, and 2015 MKC vehicles. These vehicles were previously recalled and repaired under recalls 15V-246, 16V-643 or 17V-210, however the repair may not have been completed properly. 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 dealers will inspect the latch date codes to confirm if the repair was done correctly, and replace the side door latches if necessary, free of charge. Owners will also have the option to inspect their own vehicle's door latches and enter the date codes into a website to determine if the latches are correct. This recall is expected to begin July 20, 2020. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 20S30.

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).

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