



David J. Johnson
 Director
 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
 Dearborn, Michigan 48121

June 9, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Advance Notice - Safety Recall 20S30

Certain 2011-2014 Fiesta, 2013-2014 Fusion and MKZ, 2013-2015 C-MAX and Escape, 2012-2015 Focus, 2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles
 Side Door Latch Previously Repaired Under 15S16 or 16S30

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2011-2014	Cuautitlan	January 26, 2010 through October 31, 2013
Fusion	2014	Flat Rock	June 18, 2013 through October 31, 2013
Fusion	2013-2014	Hermosillo	May 11, 2012 through October 31, 2013
MKZ	2013-2014	Hermosillo	July 19, 2012 through October 31, 2013
Mustang	2015	Flat Rock	February 14, 2014 through April 30, 2015
Escape	2013-2015	Louisville	December 23, 2011 through January 31, 2015
MKC	2015	Louisville	November 18, 2013 through January 31, 2015
C-Max	2013-2015	Michigan	February 2, 2012 through January 31, 2015
Focus	2012-2015	Michigan	October 4, 2010 through January 31, 2015
Transit Connect	2014-2016	Valencia (Spain)	August 9, 2013 through February 1, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

Ford Motor Company has determined that some vehicles claimed by dealers as repaired under Safety Recalls 15S16 & 16S30 did not receive the claimed repairs, or the repair may not have been completed properly. If a vehicle did not receive the claimed repairs, the door latches have a pawl spring tab that may break. This condition will typically prevent the door from latching. If the customer is able to latch the door after repeated attempts to shut the door, there is potential the door may unlatch while driving, increasing the risk of injury.

SERVICE ACTION

A complete Dealer Bulletin will be provided to dealers in early 3rd quarter 2020, when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

If a customer's vehicle exhibits side door latching concerns before a complete dealer bulletin is available, please contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

OWNER REFUNDS

- Claiming a refund will not close the recall on the vehicle. When a complete dealer bulletin is available (anticipated in early 3rd quarter, 2020), the vehicle will still be subject to an inspection and repair, if needed.
- 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 door latch replacements performed after repairs were claimed under 15S16 or 16S30.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (20S30) is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- IMPORTANT:** Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 20S30 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
 - 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.

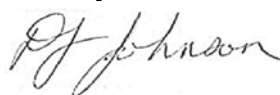
PLEASE NOTE:

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 prior to delivery.

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,



David J. Johnson