

Part 573 Safety Recall Report

23V-502

Manufacturer Name : Ford Motor Company**Submission Date :** JUL 28, 2023**NHTSA Recall No. :** 23V-502**Manufacturer Recall No. :** 23S36**Manufacturer Information :**

Manufacturer Name : Ford Motor Company

Address : 330 Town Center Drive

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332

Population :

Number of potentially involved : 112,225

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2014-2016 Ford Transit Connect

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recalled part was introduced into production on 08/09/2013 and was taken out of production on 02/01/2016.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Production Dates : AUG 09, 2013 - FEB 01, 2016

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The front door latch pawl spring tab design is susceptible to cracking and failure over time. A door latch with a fractured pawl spring tab typically results in a "door will not close" condition.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A door latch with a fractured pawl spring tab typically results in a "door will not close" condition. In the event that the customer is able to latch the door after repeated attempts to shut the door, there is potential that the door may unlatch while driving, increasing the risk of injury.

Description of the Cause : The latch pawl spring tab design is susceptible to cracking and failure over time. Contributing factors are production and material variability, higher

ambient temperatures, and solar loading.

Identification of Any Warning that can Occur : Difficulty latching a door while closing or a door that rebound while attempting to shut it, or repeated efforts needed to engage a broken latch would be an overt signal to the customer that the latch needs service. A door that is unlatched while driving may be accompanied by a "door ajar" indicator light, chime, dome light illumination and/or increased wind noise.

Involved Components :

Component Name 1 : LAT ASY FRT DR LH

Component Description : Core LH Driver C1A Latch

Component Part Number : DT1A-V21813-B

Component Name 2 : LAT ASY FRT DR RH

Component Description : Core RH Passenger C1A Latch

Component Part Number : DT1A-V21812-A

Component Name 3 : LAT ASY FRT DR RH

Component Description : Core RH Passenger C1A Latch

Component Part Number : DT1A-V21812-B

Supplier Identification :

Component Manufacturer

Name : Kiekert

Address : 46941 Liberty Drive
Wixom Michigan 48393

Country : United States

Chronology :

On May 23, 2023, an issue pertaining to NHTSA-provided Vehicle Owner Questionnaires (VOQs) for 2014-2016

Transit Connect Front Door Latch Pawl Spring Tab Fractures was brought to Ford's Critical Concern Review Group (CCRG) for review.

From May-June 2023, Ford reviewed the different door latches used on the MY 2014-2016 Transit Connect vehicles, and previous Ford recalls for other vehicles with C1A latches. This review included 15V-246 (15S16), 16V-643 (16S30), 20V-177 (20S15), and 20V-331 (20S30) recalls.

Transit Connect vehicles use "C1A" door latches manufactured by two (2) different suppliers: The front door latches are supplied by Kiekert - Czech Republic plant. The sliding door latches are supplied by Brose - Czech Republic plant.

The CCRG found that the warranty rates (doors failing to latch and/or inadvertently opening) for the Transit Connect "C1A" front door latches produced in Kiekert - Czech Republic are lower than warranty rates for similar "C1A" front door latches produced in Kiekert - Puebla Mexico included in previous FSAs. Transit Connect is the only vehicle line in North America that uses "C1A" front door latches produced at Kiekert - Czech Republic Plant.

As of May 30, 2023, Ford is aware of 21 warranty claims (from November 2015 to November 2020) and four VOQs (from August 2021 to July 2022) relating to the Front Door latches on 2014-16 Transit Connect failing to latch and/or inadvertently opening. There have been no VOQs to date since Permanent Corrective Action (PCA) clean point implemented on Transit Connect on February 1, 2016.

On July 14, 2023, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is unaware of any injuries or accidents related to this concern.

Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the front door latches inspected and replaced. There will be no charge for this service.

Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2023.

Ford will forward a copy of the notification letters to dealers to the agency when available.

How Remedy Component Differs from Recalled Component : The remedy door latch has a modified spring pawl tab, increasing the strength of the tab when exposed to areas of high ambient temperature and solar loading.

Identify How/When Recall Condition was Corrected in Production : Not required per 49 Part 573.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on July 25, 2023. Mailing of owner notification letters is expected to begin August 28, 2023 and is expected to be completed by September 1, 2023.

Planned Dealer Notification Date : JUL 25, 2023 - JUL 25, 2023

Planned Owner Notification Date : AUG 28, 2023 - SEP 01, 2023

* NR - Not Reported