

# Part 573 Safety Recall Report

## 23V-775

**Manufacturer Name :** Ford Motor Company**Submission Date :** DEC 11, 2023**NHTSA Recall No. :** 23V-775**Manufacturer Recall No. :** 20S15**Manufacturer Information :****Population :****Manufacturer Name :** Ford Motor Company**Number of potentially involved :** 45,173**Address :** 330 Town Center Drive**Estimated percentage with defect :** 1 %

Suite 500 Dearborn MI 48126-2738

**Company phone :** 1-866-436-7332**Vehicle Information :****Vehicle 1 :** 2015-2015 FORD FIESTA**Vehicle Type :** LIGHT VEHICLES**Body Style :****Power Train :** NR**Descriptive Information :** The recalled part was introduced into production on 12/05/2014 and was taken out of production on. 01/30/2015.

Affected vehicles are or have been previously registered in the following: AL, AR, AZ, CA, FL, GA, HI, LA, MS, NM, NV, OK, OR, SC, TX, UT, WA, EMS Fed and other Territories.

4007 Fiesta vehicles are affected

Affected vehicles are in a population built prior to the robust clean point for the 20S15 remedy part. 3809 of these vehicles were not repaired under 20S15/20V-177 after Ford learned they were produced after the original clean point, and notified the owners that they were included in error.

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 :** DEC 05, 2014 - JAN 30, 2015**VIN Range 1 : Begin :**

NR

**End :** NR☐ Not sequential

Vehicle 2 : 2016-2016 FORD FUSION

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

**Descriptive Information :** The recalled part was introduced into production on 12/13/2014 and was taken out of production on 7/31/2015 at the Hermosillo plant.

Affected vehicles are or have been previously registered in the following: AL, AR, AZ, CA, FL, GA, HI, LA, MS, NM, NV, OK, OR, SC, TX, UT, WA, EMS Fed and other Territories.

41,061 Fusion vehicles are affected

Affected vehicles are in a population built prior to the robust clean point for the 20S15 remedy part.

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 :** DEC 13, 2014 - JUL 31, 2015

**VIN Range 1 : Begin :**

NR

**End :** NR

☐ Not sequential

Vehicle 3 : 2016-2016 LINCOLN MKZ

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : The recalled part was introduced into production on 12/13/2014 and was taken out of production on 07/31/2015.

Affected vehicles are or have been previously registered in the following: AL, AR, AZ, CA, FL, GA, HI, LA, MS, NM, NV, OK, OR, SC, TX, UT, WA, EMS Fed and other Territories.

3914 MKZ vehicles are affected

Affected vehicles are in a population built prior to the robust clean point for the 20S15 remedy part.

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 : DEC 13, 2014 - JUL 31, 2015

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

## Description of Defect :

Description of the Defect : The latch pawl spring tab design is susceptible to cracking and failure in areas with high ambient temperatures. A door latch with a fractured pawl spring tab typically results in 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. If the customer is able to latch the door after repeated attempts to shut the door, there is a potential the door may unlatch while driving, increasing the risk of injury or a crash.

Description of the Cause : The latch pawl spring tab design is susceptible to cracking and failure in areas with high ambient temperatures.

Identification of Any Warning that can Occur : Difficulty latching a door while closing or a door that rebounds 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 (RH)

Component Description : Door Latch

Component Part Number : AE8A-5421812-B/C

Component Name 2 : LAT ASY FRT DR (LH)

Component Description : Door Latch

Component Part Number : AE8A-5421813-B

Component Name 3 : LAT ASY RR DR (RH)

Component Description : Door Latch

Component Part Number : AE8A-5426412-B

Component Name 4 : LAT ASY RR DR (LH)

Component Description : Door Latch

Component Part Number : AE8A-5426413-B

**Supplier Identification :****Component Manufacturer**

Name : Kiekert USA, Inc.

Address : 46941 Liberty Drive  
Wixom Michigan 48393

Country : United States

**Chronology :**

On Aug 16, 2023, an issue pertaining to 2016 Ford Fusion door latch concerns was brought to Ford's Critical Concern Review Group (CCRG) for review. This issue was identified by Ford's Trend and Early Warning Support (TEWS) team and NHTSA Office of Defect Investigations (ODI) for VOQ trends alleging doors failing to latch and/ or inadvertently opening.

August 2023: Ford's review of the VOQs with complete VINs revealed that all of the vehicles were built between April 28, 2015 and May 23, 2015, indicating that the prior clean point for safety recall 20V-177 (20S15) may be incorrect.

September – October 2023: Ford reviewed Production Part Approval Process (PPAP) dates and shipping records for Fusion, Fiesta and MKZ programs with its supplier to determine the proper clean points. Ford used this shipment data, estimated stock on hand, and known production volume to identify the time needed to exhaust the stock of defective door latches.

On October 20, 2023, Ford's Field Review Committee reviewed the concern and approved a field action.

On December 8, 2023, Ford's Field Review Committee approved the re-opening of the population of Ford Fiesta vehicles produced between December 5, 2014 and January 31, 2015 that had been previously closed.

As of October 18, 2023, Ford is aware of 14 warranty claims and 39 VOQs between October 8, 2015 and August 21, 2023 relating to door latches failing to latch and/or inadvertently opening from the added suspect population in North America.

Ford is not aware of any reports of accidents or injury 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 inspect the door latch date codes. If any of the door latch date codes are from the suspect time frame, dealers will replace all four side door latches. 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. The ending date for reimbursement eligibility is estimated to be December 22, 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 component was designed with a modified spring pawl tab, increasing the strength of the tab when exposed to areas of high ambient temperature and solar loading. Remedy parts are:

Component Name: LAT ASY FRT DR (RH)

Component Description: Door Latch

Component Part Number: AE8A-5421812-BJ/CJ

Component Name: LAT ASY FRT DR (LH)

Component Description: Door Latch  
Component Part Number: AE8A-5421813-BJ

Component Name: LAT ASY RR DR (RH)  
Component Description: Door Latch  
Component Part Number: AE8A-5426412-BJ

Component Name: LAT ASY RR DR (LH)  
Component Description: Door Latch  
Component Part Number: AE8A-5426413-BJ

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 November 17, 2023.  
Mailing of owner notification letters is expected to begin December 4, 2023 and is expected to be completed by December 11, 2023.

Planned Dealer Notification Date : NOV 17, 2023 - NOV 20, 2023

Planned Owner Notification Date : DEC 04, 2023 - DEC 08, 2023

\* NR - Not Reported