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Ford Motor Company
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August 3, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Advance Notice - Safety Recall 16S30
Certain 2013-2015 Model Year C-MAX and Escape, 2012-2015 Focus, 2015 MKC and Mustang, and 2014-2016 Transit Connect Vehicles
Door Latch Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
C-MAX	2013-2015	Michigan	April 19, 2012 through January 31, 2015
Escape	2013-2015	Louisville	October 19, 2011 through January 31, 2015
Focus	2012-2015	Michigan	August 1, 2010 through January 31, 2015
MKC	2015	Louisville	December 4, 2013 through January 31, 2015
Mustang	2015	Flat Rock	May 28, 2014 through April 30, 2015
Transit Connect	2014-2016	Valencia (Spain)	August 9, 2013 through February 1, 2016

This recall applies to affected vehicles originally sold in, or currently registered in the following states:

Alabama	Arizona	Arkansas	California	Florida
Georgia	Hawaii	Louisiana	Mississippi	New Mexico
Nevada	Oklahoma	Oregon	Texas	Utah
Washington				

Affected new in-stock vehicles are identified in OASIS and FSA VIN Lists. Used and sold vehicles are expected to be identified in OASIS and FSA VIN Lists by August 26, 2016.

NOTE: A separate Customer Satisfaction Program (16R01), covering vehicles located outside of the above listed states, will be released when parts are available.

REASON FOR THIS SAFETY RECALL

In the affected vehicles, the pawl spring tab in a side door latch may break. This condition will typically prevent the door from latching. In certain situations where the door is able to be closed, the door may unlatch while driving, increasing the risk of injury. The rate of reports is higher for vehicles in states with higher ambient temperatures and solar loading.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers in first quarter of 2017 when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

SERVICE ACTION, Continued

If an affected vehicle exhibits side door latching concerns before the release of the complete Dealer Bulletin, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site for direction.

CUSTOMER NOTIFICATION

Owner letters are expected to be mailed the week of September 5, 2016 advising owners that parts are not currently available to repair vehicles. Service should only be scheduled if an affected vehicle exhibits side door latching concerns. A follow up notification will be sent after repair instructions and parts ordering information have been provided to dealers.

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.

OWNER REFUNDS

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- 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 Advance Notice. Owners will be 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 replacement.

CLAIMS PREPARATION AND SUBMISSION

- Submit refunds on a separate repair line.
 - Program Code: 16S30
 - 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.

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,



Michael A. Berardi