



# Field Service Action 20N13

Reissue 1: December 14, 2022 (Destroy previous copy).

Reason of Reissue: *Deleted some part numbers & added 20N13 Parts Ordering Information VIN to Part attachment.* Changes are highlighted in Yellow Italic font.

To: All Ford Dealerships

November 24, 2022

Attention: Ford Dealer Principal  
Ford Dealer Service, Parts, Sales & Pre-Delivery Managers  
Ford Dealer Stock Controllers & Campaign Coordinators

## EXTENDED WARRANTY SERVICE PROGRAM

### SUBJECT: 20N13 - MULTIPLE CAR LINE - DOOR LATCH REPLACEMENT

Special Attention: The Dealer Field Service Action Co-ordinator has overall responsibility for implementing this action within your Dealership and Branches.

#### Introduction

In some of the affected vehicles, the door latches have a pawl spring tab that may break. This condition will typically prevent the door from latching. A door that has not closed properly will present overt symptoms such as repeated attempts to close doors, cabin lights on and warnings in the instrument cluster. If the customer ignores these symptoms and elects to drive their vehicle in this condition, there is a potential an affected door may open while driving.

***This program is an extended warranty NOT a Proactive Action. ONLY if customer is experiencing the symptoms explained above dealers should complete the repair.***

#### Program Terminology

This Program extends the warranty coverage of all door latches to 10 years of service. There is no mileage limit for this program. This is a one-time service program. Coverage is automatically transferred to subsequent owners. If a vehicle has already exceeded the time, this no-cost, one-time repair will last through 28<sup>th</sup> February 2023.

#### Dealer Action

Dealers are to replace all door latches should any of the door latches exhibit the symptoms above. This service must be performed at no charge to the vehicle owner.

#### Xtime FSA/ Recall Integration

As this is an extended warranty, it is a field service action that is only actioned if the vehicle actually experiences the concern or is found to be an issue during a schedule service. Therefore, customers will not be using Xtime to book in for this repair, and the repair is not automatically required on every vehicle.

**Vehicles Affected** - A total of 192,556 vehicles are affected in Australia.

Vehicle Line	Model Year	Earliest Production	Latest Production
Fiesta	2008 – 2017	13 <sup>th</sup> June 2008	15 <sup>th</sup> September 2016
EcoSport	2012 – 2017	22 <sup>nd</sup> October 2012	1 <sup>st</sup> September 2016
Focus	2011 – 2016	31 <sup>st</sup> January 2011	4 <sup>th</sup> November 2017
Kuga / Escape	2013 – 2016	30 <sup>th</sup> November 2012	30 <sup>th</sup> April 2016
Mondeo	2015 – 2017	3 <sup>rd</sup> August 2014	1 <sup>st</sup> December 2016
Ranger	2012 – 2017	13 <sup>th</sup> April 2011	8 <sup>th</sup> December 2017
Everest	2015 – 2017	14 <sup>th</sup> October 2014	21 <sup>st</sup> April 2017
Transit Custom	2012 – 2016	5 <sup>th</sup> July 2012	1 <sup>st</sup> June 2016
Transit Connect	2014 – 2016	13 <sup>th</sup> December 2013	1 <sup>st</sup> February 2016



# Field Service Action 20N13

NOTE: All Dealers can obtain a copy of the Campaign via the FMC Dealer or PTS websites.

NOTE: Dealers can obtain a list of eligible vehicles from the PTS Website [www.proservicetech.com](http://www.proservicetech.com) by selecting Quick Links and then FSA VINs.

## Service Procedure

Refer to the attached procedure.

## Parts Requirement

*Please refer to attachment - 20N13 Parts Ordering Information VIN to Part, you can lookup the part / kit applicable to each VIN in this spreadsheet file.*

Part Number	Description	Quantity
CN1Z 99264A26 B	Door Latch Kit - EcoSport	1
BK2Z 99264A26 D	Door Latch Kit - Transit Custom (Low Roof with Power Lock)	1
BK3Z 99264A26 F	Door Latch Kit - Transit (Single Cab with Double Locks)	1
BK3Z 99264A26 G	Door Latch Kit - Transit (Double Cab with Double Locks)	1
BK3Z 99264A26 E	Door Latch Kit - Transit (Middle/High Roof with Central Lock)	1
BK3Z 99264A26 D	Door Latch Kit - Transit (Middle/High Roof with Double Lock)	1
BM5Z 99264A26 D	Door Latch Kit - Kuga / Focus (Power Door Locks/Child Locks without Alarm)	1
BM5Z 99264A26 V	Door Latch Kit - Fiesta / Focus (Power Locks/Child Locks without Alarm)	1
BM5Z 99264A26 X	Door Latch Kit - Fiesta / Focus (Power Locks/Child Locks with Alarm)	1
BM5Z 99264A26 Z	Door Latch Kit - Focus (Thailand Built) (Power Locks/Child Locks without Alarm)	1
BM5Z 99264A26 P	Door Latch Kit - Fiesta (EU Built) / C-Max 4/5 Door (Power Dead Locks/Child Locks without Alarm)	1
BM5Z 99264A26 Q	Door Latch Kit - Fiesta (EU Built) / C-Max 3 Door (Power Dead Locks/Child Locks without Alarm)	1
BM5Z 99264A26 F	Door Latch Kit - Kuga / Focus (Power Dead Locks/Child Locks without Alarm)	1
BM5Z 99264A26 H	Door Latch Kit - Kuga / Focus / Mondeo (Power Dead Locks/Child Locks without Alarm)	1
MB3Z 99264A26 A	Door Latch Kit - Everest / Ranger Double Cab (Central Locks with Remote)	1
MB3Z 99264A26 D	Door Latch Kit - Ranger – Single Cab (Central Locks with Remote)	1

*Please refer to attachment - 20N13 Parts Ordering Information VIN to Part, you can lookup the part / kit applicable to each VIN in this spreadsheet file.*



# Field Service Action 20N13

## Claim Instructions

Claim Type 41,

Causal Part No. 20N13,

Condition Code 79.

<u>Pre-Defined Repair</u>	<u>PDR No.</u>	<u>Labour Time</u>
Replace All Door Latches - EcoSport RHD	FSA20N1301	1.5 Hrs
Replace All Door Latches RHD Fiesta (EU Built) 3 Door (Power Dead Locks/Child Locks without Alarm)	FSA20N1302	1.5 Hrs
Replace All Door Latches RHD Fiesta (EU Built) 4/5 Door (Power Dead Locks/Child Locks without Alarm)	FSA20N1303	1.5 Hrs
Replace All Door Latches RHD Fiesta / Focus (Power Locks/Child Locks without Alarm)	FSA20N1304	1.5 Hrs
Replace All Door Latches RHD Fiesta / Focus (Power Locks/Child Locks with Alarm)	FSA20N1305	1.5 Hrs
Replace All Door Latches RHD Focus (Thailand Built) (Power Locks/Child Locks without Alarm)	FSA20N1306	1.5 Hrs
Replace All Door Latches RHD Kuga / Focus (Power Dead Locks/Child Locks without Alarm)	FSA20N1307	1.5 Hrs
Replace All Door Latches RHD Kuga / Focus (Power Locks/Child Locks without Alarm)	FSA20N1308	1.5 Hrs
Replace All Door Latches RHD Mondeo (Power Dead Locks/Child Locks without Alarm)	FSA20N1309	1.8 Hrs
Replace All Door Latches RHD Transit Custom (Low Roof with Power Lock)	FSA20N1310	2.0 Hrs
Replace All Door Latches RHD Transit (Middle/High Roof with Double Lock)	FSA20N1314	2.0 Hrs
Replace All Door Latches RHD Transit (Middle/High Roof with Central Lock)	FSA20N1315	2.0 Hrs
Replace All Door Latches RHD Everest / Ranger Double Cab (Central Locks with remote)	FSA20N1317	1.0 Hrs
Replace All Door Latches RHD Ranger – Single Cab (Central Locks with Remote)	FSA20N1318	0.6 Hrs
Replace All Door Latches - Ranger Single/Rap Cab (Generic PDR)	FSA20N1333	0.6 Hrs
Replace All Door Latches - Transit, Transit Custom and Transit Connect (Generic PDR)	FSA20N1334	2.0 Hrs

All displaced parts (if any) must be handled in accordance with the Warranty and Policy Manual (Section G, Attachment G).

## Completion Date

It is estimated that this campaign will be completed by **December** 31, 2023. If, however, the campaign remains outstanding after this date, affected vehicles identified on the Vehicle Inquiry Screen in SERVIS2 must continue to be completed and claimed, ***but only if the vehicle is experiencing the symptoms.***

TIM NETHERCOTE  
FCSD Service Engineering Manager  
(\* +61 3 8301 2903)

Enquiries to Anna Wu (Email: [awu6@ford.com](mailto:awu6@ford.com))

## SUBJECT: 20N13 - DOOR LATCH REPLACEMENT - SINGLE REPAIR

### RECOMMENDED REWORK PROCEDURES




Thoroughly read and understand rework instructions prior to rework.

### OVERVIEW

In some of the affected vehicles, the door latches have a pawl spring tab that may break. This condition will typically prevent the door from latching. A door that has not closed properly will present overt symptoms such as repeated attempts to close doors, cabin lights on and warnings in the instrument cluster. If the customer ignores these symptoms and elects to drive their vehicle in this condition, there is a potential an affected door may open while driving.

### SERVICE PROCEDURE

#### NOTE:

- To view a video demonstrating the removal and installation of the exterior door handle while installed on the vehicle, click the video icon.  [www.fordservicecontent.com/Ford\\_Content/videos/FSA/DoorHandleRI.mp4](http://www.fordservicecontent.com/Ford_Content/videos/FSA/DoorHandleRI.mp4)
- To view a video demonstrating the removal and installation of the exterior door handle on a bench for additional clarity, click the video icon.  [www.fordservicecontent.com/Ford\\_Content/videos/FSA/IntViewCorrect.mp4](http://www.fordservicecontent.com/Ford_Content/videos/FSA/IntViewCorrect.mp4)
- If you experience difficulty removing and/or installing the exterior door handle, you may need to reset the door handle reinforcement. To view a video that will aid technicians in understanding how to reset the door handle reinforcement, or to further understand how the exterior door handle and door reinforcement function, click the video icon.  [www.fordservicecontent.com/Ford\\_Content/videos/FSA/IntViewWrongAndCorrection.mp4](http://www.fordservicecontent.com/Ford_Content/videos/FSA/IntViewWrongAndCorrection.mp4)

**IMPORTANT:** If equipped, ensure that the blocking lever and blocking lever spring are transferred to the *new* door latch, along with all other components removed from the old door latch. See Figure 1.

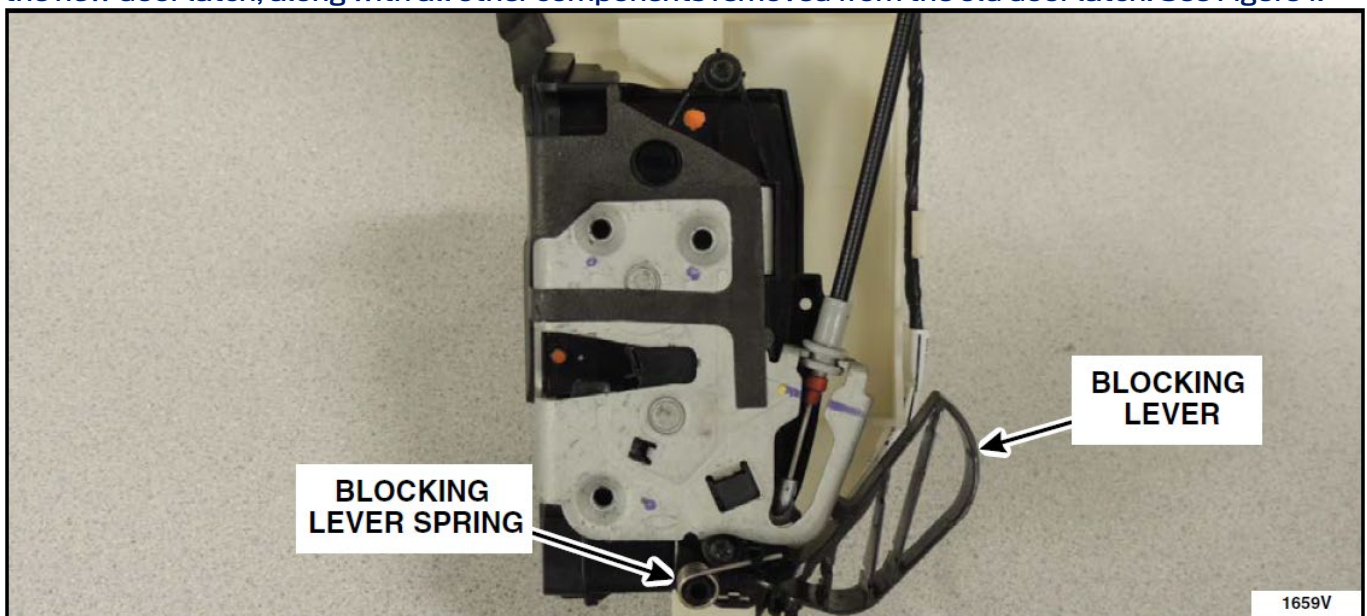


FIGURE 1

Fiesta, Focus, Fusion/Mondeo Vehicles

NOTE: Videos demonstrating the complete repairs on Focus and Escape/Kuga vehicles can be found below.

Fiesta [http://www.fordservicecontent.com/Ford\\_Content/videos/FSA/FSA15S16\\_Fiesta.mp4](http://www.fordservicecontent.com/Ford_Content/videos/FSA/FSA15S16_Fiesta.mp4)

Focus [http://www.fordservicecontent.com/Ford\\_Content/videos/FSA/FSA16S30\\_Focus.mp4](http://www.fordservicecontent.com/Ford_Content/videos/FSA/FSA16S30_Focus.mp4)

Mondeo [http://www.fordservicecontent.com/Ford\\_Content/videos/FSA/FSA15S16\\_FusionMKZ.mp4](http://www.fordservicecontent.com/Ford_Content/videos/FSA/FSA15S16_FusionMKZ.mp4)

Escape/Kuga [http://www.fordservicecontent.com/Ford\\_Content/videos/FSA/FSA16S30\\_Escape.mp4](http://www.fordservicecontent.com/Ford_Content/videos/FSA/FSA16S30_Escape.mp4)

NOTE: For front door latch replacement, it is not necessary to remove the door modules, speakers, or water shield. To access components for removal, position aside the water shield as needed. See Figure 2.

1. Replace the front and rear side door latches. Please follow the Workshop Manual (WSM) procedures in Section 501-14.



FIGURE 2

2. Verify the presence of a child lock in both rear doors. See Figure 3.



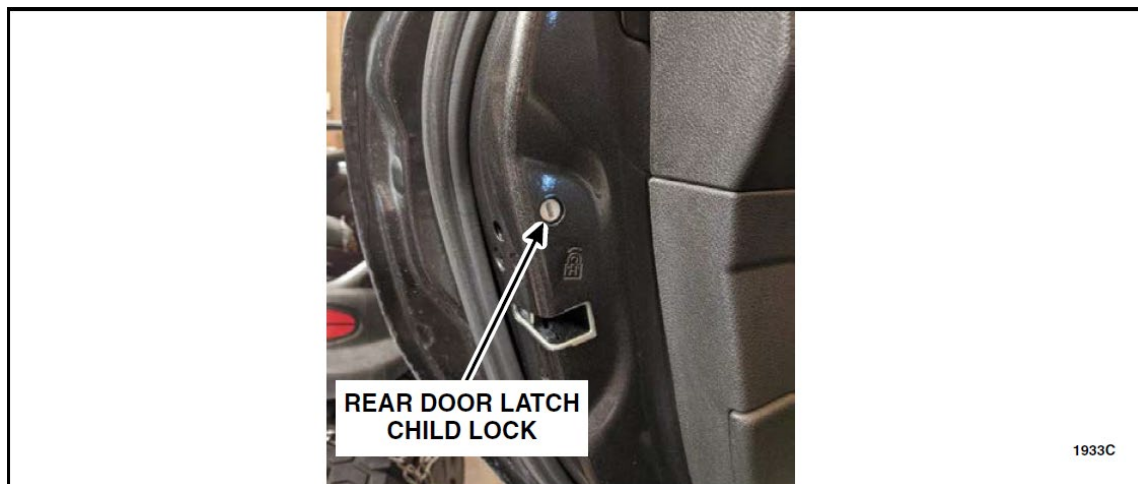


FIGURE 3

Kuga Vehicles

**NOTE:** For front door latch replacement, it is not necessary to completely remove the window regulator. Remove the two bolts and position aside the outer portion of the window regulator. See Figure 4.

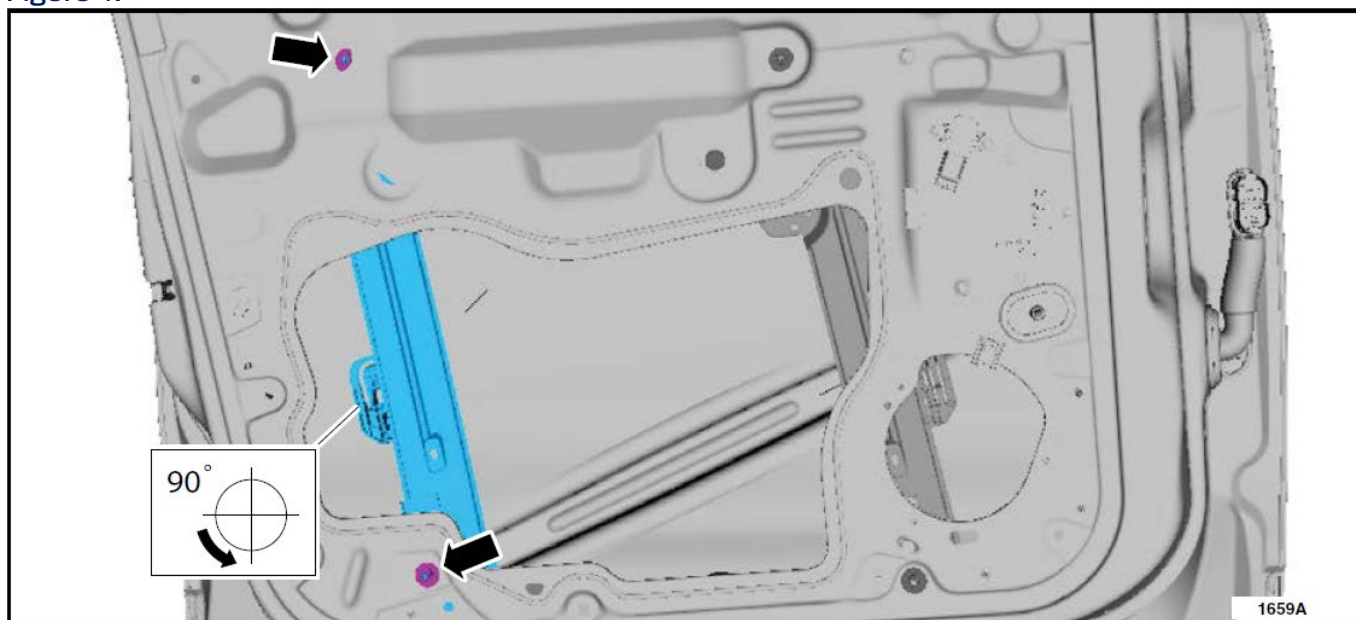


FIGURE 4

1. Replace the front and rear side door latches. Please follow the WSM procedures in Section 501-14.
2. Verify the presence of a child lock in both rear doors. See Figure 5.



FIGURE 5

## Transit Custom / Transit Connect / Transit Vehicles

1. Replace the front and liftgate door latches. Please follow the WSM procedures in Section 501-14.
2. Remove the sliding door trim panel. Please follow the WSM procedures in Section 501-05.
3. Raise the sliding door glass to the full up position. See Figure 6.



FIGURE 6

4. Remove the sliding door watershield using an interior trim remover tool. See Figure 7.

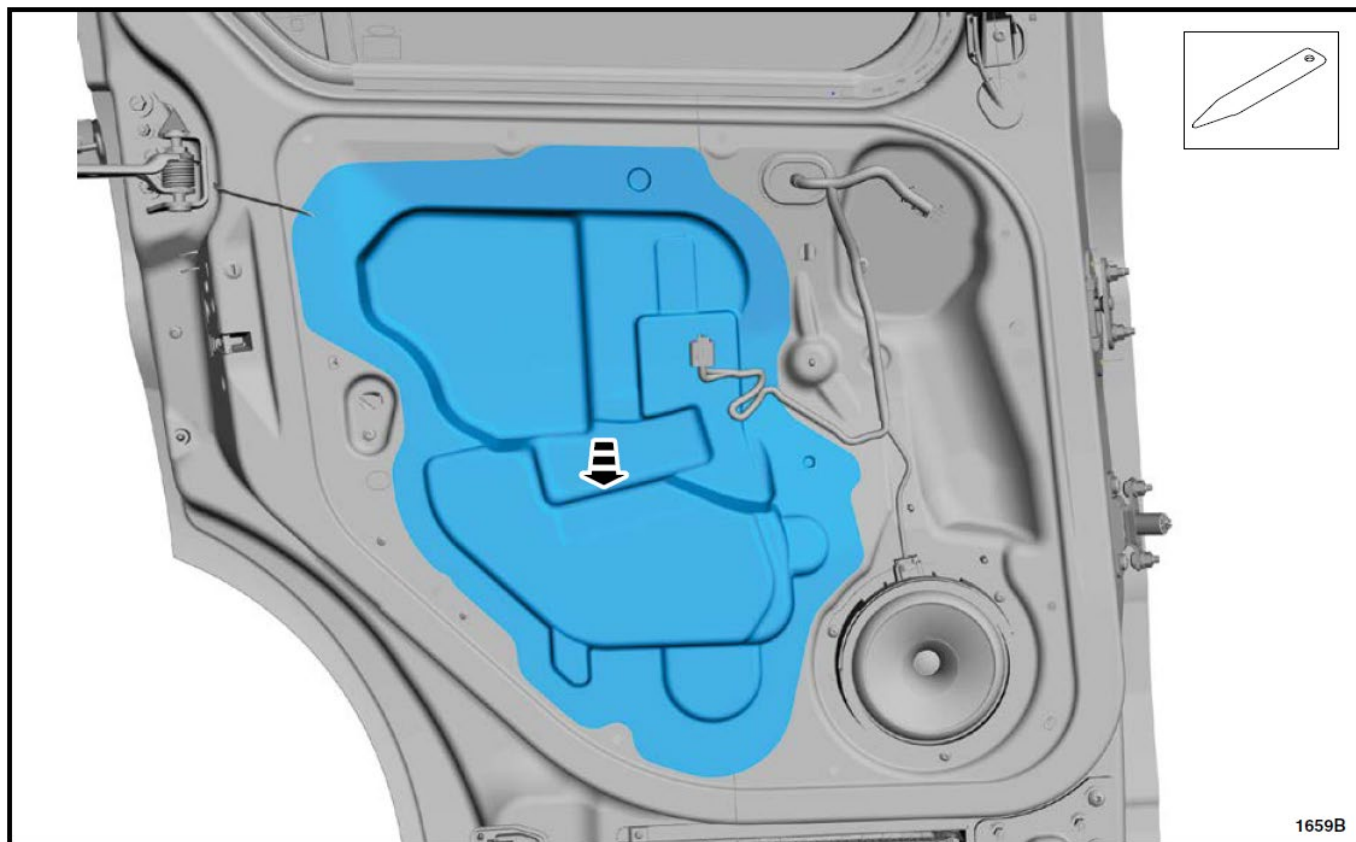


FIGURE 7

5. Remove the sliding door latch bolts. See Figure 8.

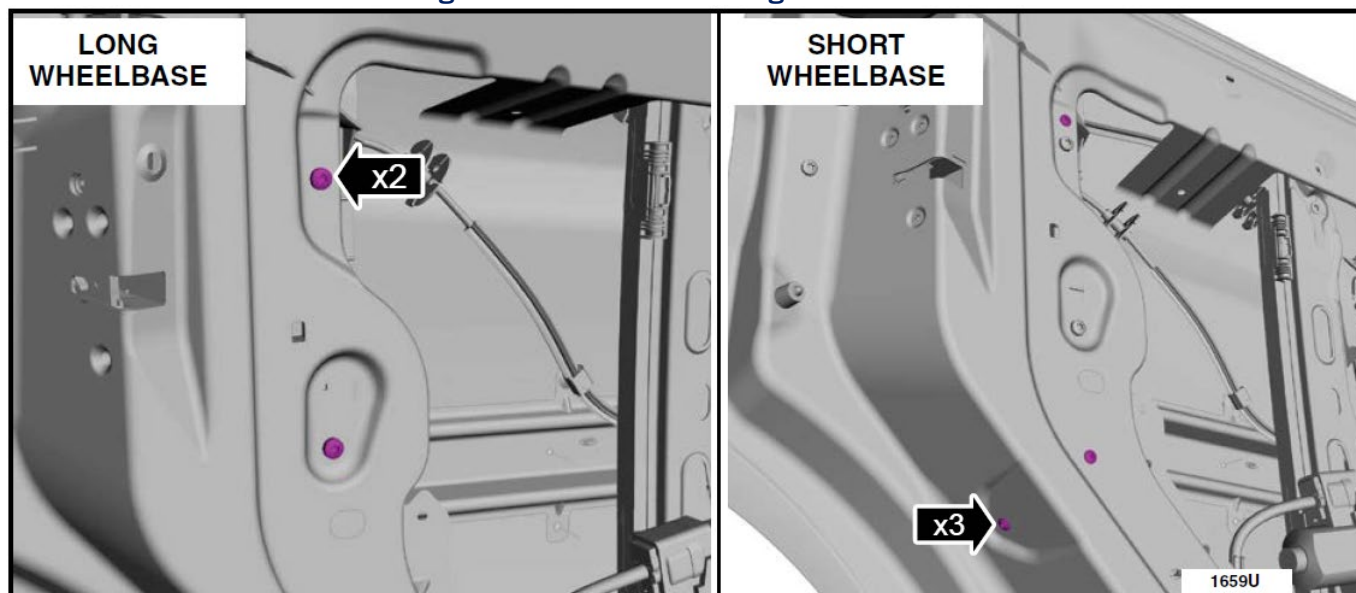


FIGURE 8

6. Remove the sliding door latch bolts. See Figure 9.

- Torque: 12 Nm (106 lb.in).



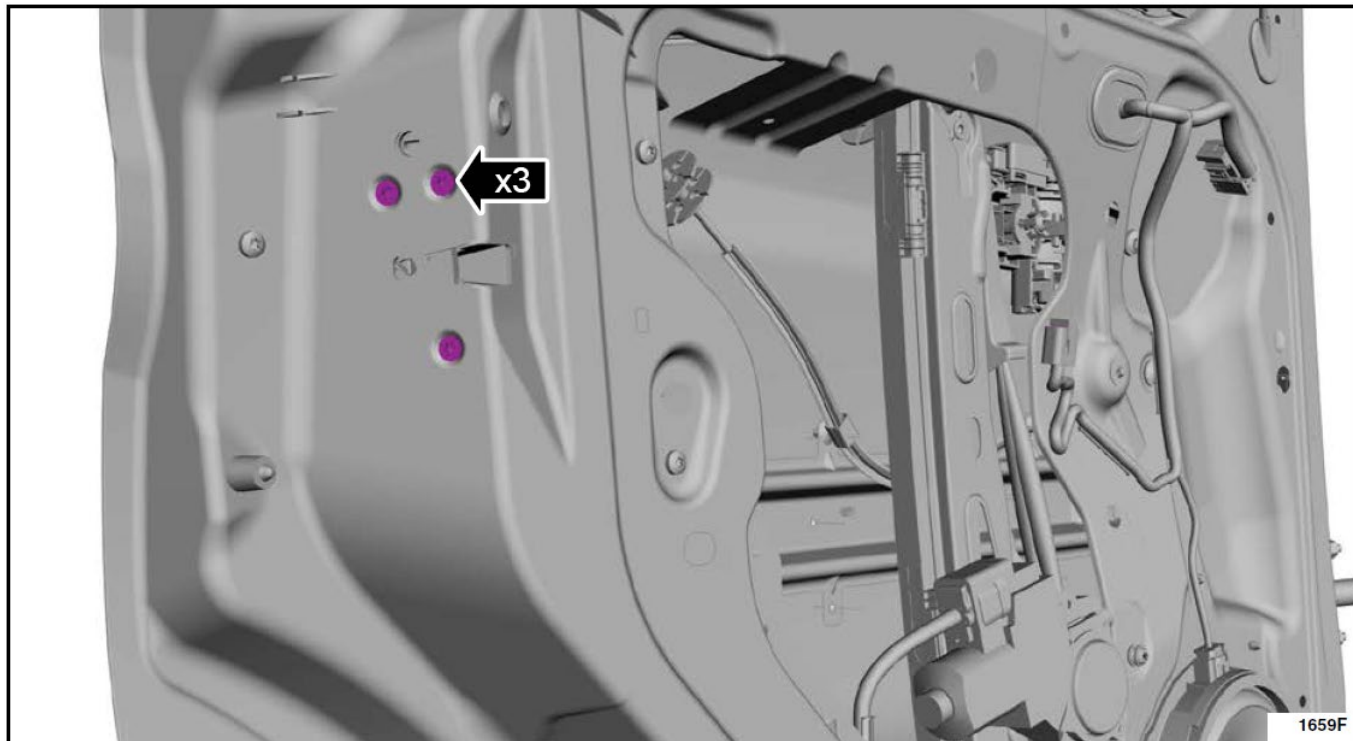


FIGURE 9

7. Disconnect the electrical connector from the sliding door latch. See Figure 10.

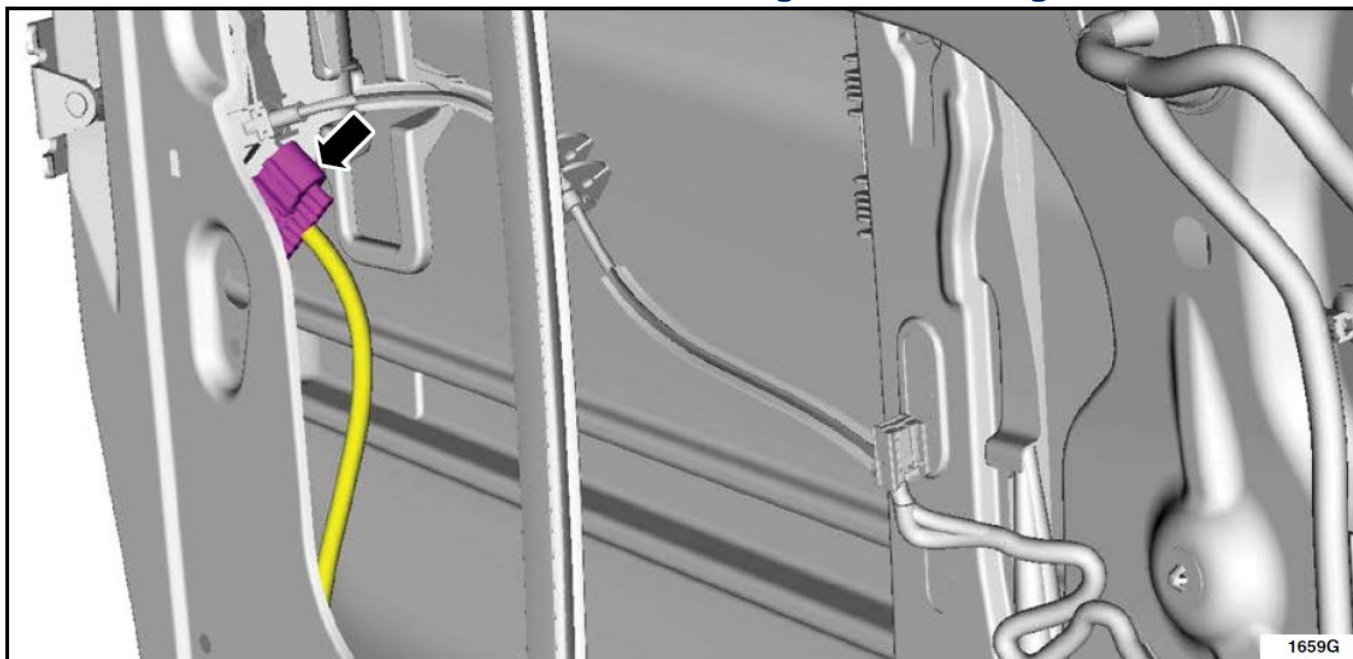


FIGURE 10

8. Position the sliding door latch out of the sliding door. See Figure 11.

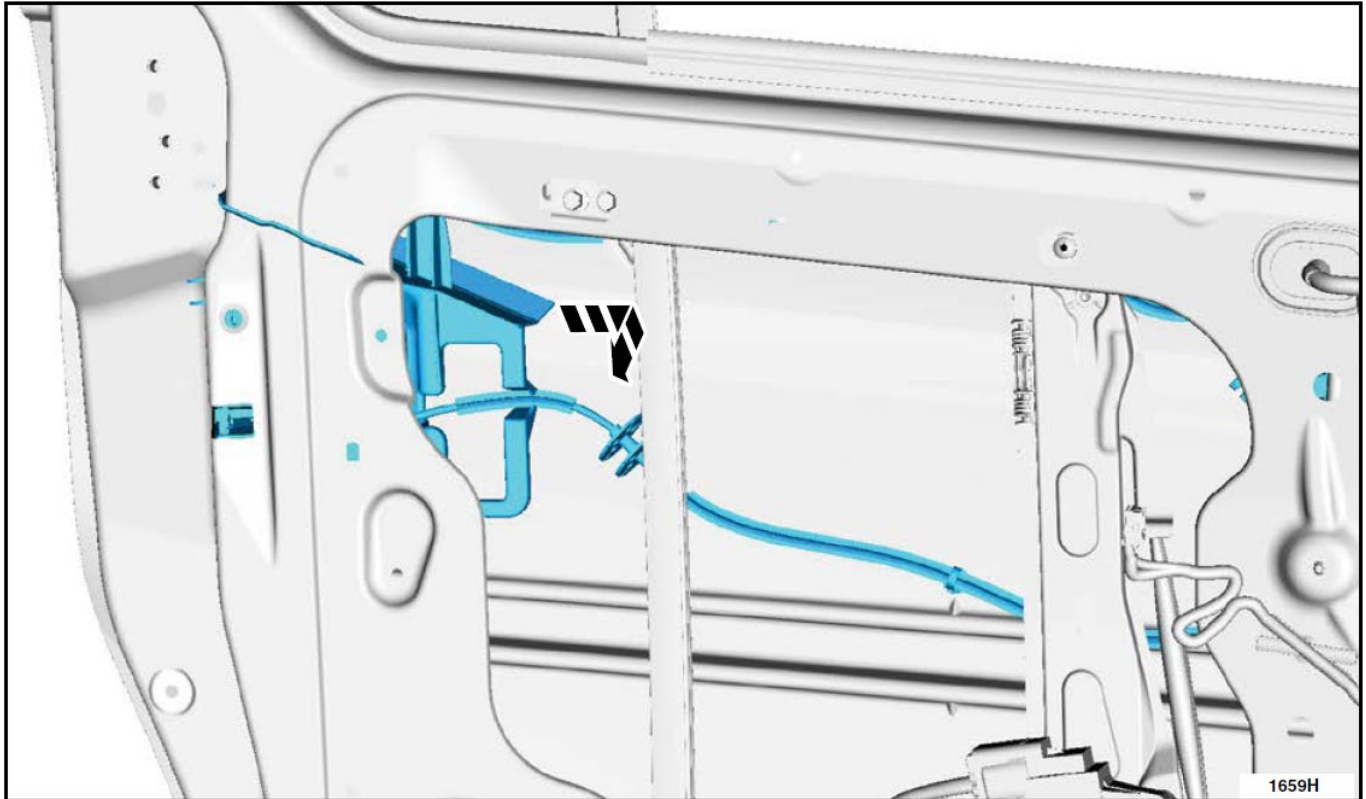


FIGURE 11

9. Disconnect the interior and exterior sliding door latch cables. Remove and discard the sliding door latch. See Figure 12.



FIGURE 12

**NOTE:** When installing the new sliding door latches, align the child lock actuator with the slot in the sliding door before installing the sliding door latch bolts.

10. To install new sliding door latches, reverse the removal procedure.

## Ranger/Everest Vehicles

1. Replace ALL side door latches. Refer to Workshop Manual Section 501-14 Handles, Locks, Latches and Entry Systems – Removal and Installation
2. Verify the presence of a child lock in both rear doors (for Double Cab and Crew Cab Vehicles Only). See Figure 13.

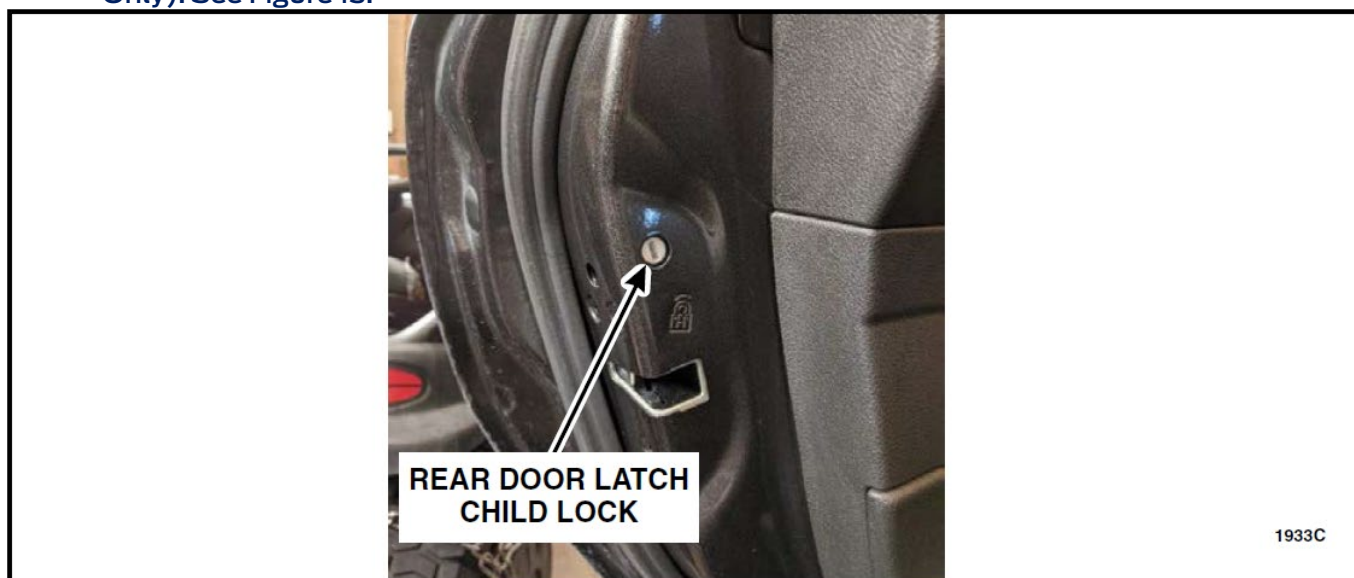


FIGURE 13

## EcoSport vehicles

1. Replace ALL side door latches. Refer to Workshop Manual Section 501-14 Handles, Locks, Latches and Entry Systems – Removal and Installation
2. Verify the presence of a child lock in both rear doors. See Figure 14.

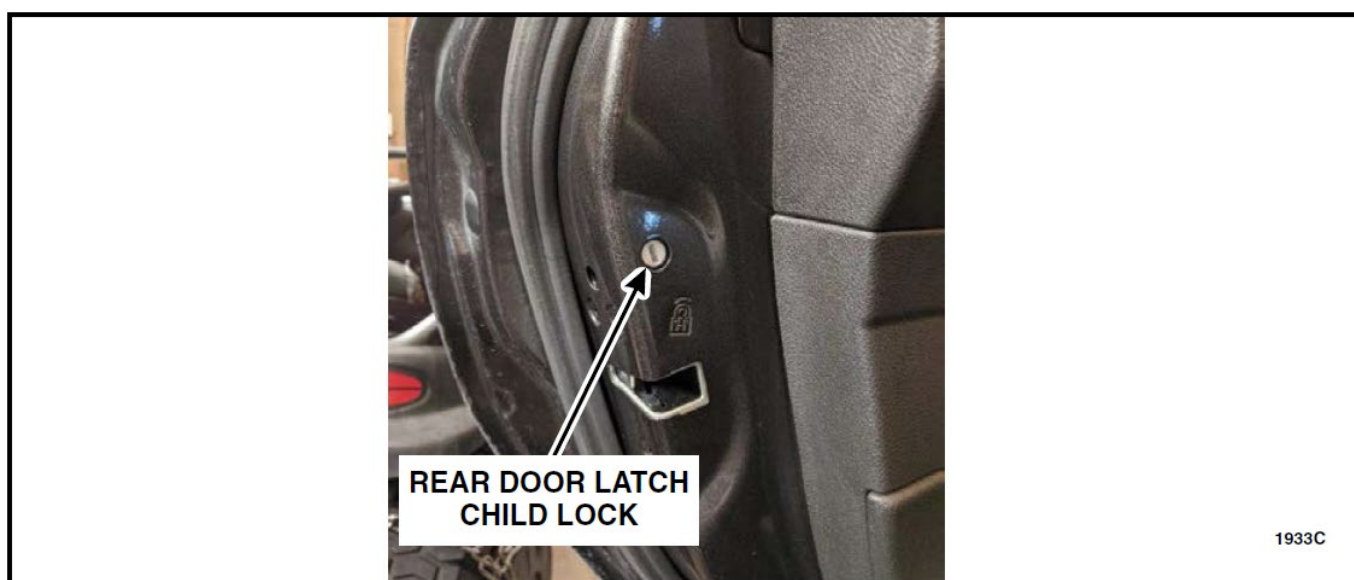


FIGURE 14

[END]





## SAMPLE CUSTOMER LETTER – DO NOT DISTRIBUTE

xxxxxx, 2022

VIN NUMBER / 20N13

Name

Organisation

Address1

Address2

Address3

**Service Program 20N13**

**Your Vehicle Identification Number:** VIN NUMBER

**Registration Number:** REGNUMBER

At Ford Motor Company, it has been our goal to provide customers with high quality, dependable products. Additionally, earning and keeping the trust of our customers is vital to everything we do. In order to maintain these standards, we are providing a no-charge Customer Satisfaction Program 20N13 for your Vehicle Identification Number shown above.

We apologise for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?**

On your vehicle, it may be possible for the pawl spring tab inside one or more of the side-door latches to break. This condition will typically prevent the door from latching.

**What is the Risk?**

A door that has not latched properly will present overt symptoms such as requiring repeated attempts to close the doors, cabin lights on, and warnings in the instrument cluster. If you ignore these symptoms and elect to drive your vehicle in this condition, there is a potential an affected door may open while driving.

**What will Ford and your Dealer do?**

This is a one-time repair program. This program extends the warranty coverage of the door latches up to 10 years from the warranty start date of your vehicle for a one-time repair. There is no mileage restriction for this program.

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace all door latches should any of the door latches exhibit the symptoms, free of charge (parts and labor).

**20N13 is an extended warranty NOT a Proactive Action. ONLY if you are experiencing the above symptoms should you contact your dealer to complete this repair.**

Coverage under this program is automatically transferred to subsequent owners.

**How long will it take?**

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?**

Please keep this letter as a reminder of the one-time repair offer for your door latches.

If your door latches require replacement, and your vehicle is within the indicated warranty coverage period, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 20N13.

The VIN is printed near your name at the beginning of this letter. Your dealer will replace the parts at no charge.

**Have you previously paid for this repair?**

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct door latches were used.

You may be eligible for a refund of previously paid repair costs. Refunds will only be provided for service related to door latch replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.





FORD MOTOR COMPANY OF AUSTRALIA PTY LTD  
Lvl 1, 600 Victoria St  
Richmond VIC 3121

**What if you no longer own this vehicle?**

You have received this notice because our records indicate that you are the current owner of the vehicle described at the start of this letter. If you are no longer the owner of this vehicle, please complete the owner details change advice (overleaf).

**Can we assist you further?**

If you still have concerns, please call our toll-free number on 13 FORD (13 3673) and one of our Customer Relationship representatives will be happy to help you.

Yours faithfully,

TIM NETHERCOTE  
Service Engineering Manager  
Ford Motor Company of Australia Pty Ltd



## CHANGE OF DETAILS NOTIFICATION

V.I.N.

VIN NUMBER

### Owner Details

If you still own the vehicle but your details have changed, would you please complete the section below with your new details and then return this complete letter in the pre-addressed/pre-paid envelope. **Please also refer to Privacy Collection Statement below.**

State New Registration Number (if applicable)

New Name

New Address

New Suburb

New Postcode

New phone Number

New Mobile Number

New Email Address

### Primary Driver Details

If you are the registered owner, but not primary driver, and would like Ford to make contact with the primary driver of this vehicle, please ask the primary driver to complete their details below and we will organise for a recall notice to be sent to that address. **Primary driver, please refer to Privacy Collection Statement below.**

Driver Name

Driver Address

Driver Suburb

Driver Postcode

Driver Phone Number

Driver Mobile Number

Driver Email Address

## OTHER CHANGES

Please tick (✓) the appropriate box and sign:

☐ I no longer own this vehicle

Print Name: \_\_\_\_\_

☐ This vehicle has been written off

☐ This vehicle has been stolen

Signature: \_\_\_\_\_



VIN NUMBER

Please fill in below if you are no longer the owner of the vehicle and know of who you disposed the vehicle to. This can include the details of your car dealer, insurance company or private citizen whom you transferred the vehicle to.

[illegible][illegible][illegible][illegible][illegible]

Thank you for completing this form. The personal information you have provided will be used by Ford Motor Company of Australia Pty Ltd (Ford Australia) to contact you about your Ford vehicle or related products and services and for quality assurance and market research purposes. Ford Australia may disclose your personal information to its dealers, its related companies and third parties who provide it with (or help it provide) products and services, including to overseas locations such as the USA, India, China and Singapore. Ford Australia's privacy policy is available at [www.ford.com.au](http://www.ford.com.au) and states how you can seek to access or correct any personal information Ford holds about you, how to complain about a privacy breach by Ford and how Ford will deal with a privacy complaint. You can contact Ford Australia on 13FORD (13 36 73) or by emailing foacust1@ford.com.