



**Reissue 1: November 22, 2018**  
(Destroy previous copy). **Change** relates to  
Clip Part Number and is highlighted in  
**Yellow Italic font.**

## FCSD Field Service Action 18S06/S1

Important Note: The contents of this document are confidential. Specific details or copies of this document must not be given to any person or company outside the Ford Dealer network without prior authorisation from Ford Motor Company.

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

November 8, 2018

### OWNER-NOTIFIED SAFETY RECALL

**Subject: 18S06/S1 – Fiesta / Ranger – Door Latch Inspect and Replace**

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

#### **Introduction**

In 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.

Ford will be writing to all customers regarding this Field Service Action (a sample copy of the customer letter is attached).

**NOTE:** Dealers are reminded that it is Ford's recommendation that every customer (including FSA customers) receive a completed Vehicle Report Card before they collect their car.

#### **Vehicles Affected**

- Certain Fiesta vehicles built from May 27, 2010 through September 1, 2016
- Certain Ranger vehicles built from May 23, 2011 through May 20, 2015

**NOTE:** Affected vehicles may be held in Dealer new/used car stock or be present at the Dealership for service related purposes. **All** vehicles should be checked on **SERVIS2** for Field Service Action eligibility and **any** outstanding Field Service Actions completed **prior** to vehicle departure in accordance with the Warranty and Policy Manual, Section E 3.4 and I 3.

All Dealers can obtain a copy of the Campaign (which includes a sample copy of the Customer Letter) 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 Recommended Rework Procedure.

**Note:** Campaign Completion decals must be used.

**Parts Requirement**

Fiesta Vehicles		
8A6A-A21812-AK	Driver Door Latch (Vehicles <b>without alarm</b> )	1 (if applicable)
8A6A-A21812-EH	Driver Door Latch (Vehicles <b>with alarm</b> )	1 (if applicable)
8A6A-A21813-BK	Passenger Door Latch	1
8A6A-A26412-AK	Rear Door Latch - RH	1 (if applicable)
8A6A-A26413-AK	Rear Door Latch - LH	1 (if applicable)
SRCC 16D128 B	Campaign Completion Decal	1 (unit of issue 42)
Ranger Vehicles		
AB39-A21812-BB	Driver Door Latch (Vehicles <b>without alarm</b> )	1 (if applicable)
AB39-A21812-EB	Driver Door Latch (Vehicles <b>with alarm</b> )	1 (if applicable)
AB39-A21813-BB	Passenger Door Latch (Vehicles <b>without remote</b> )	1 (if applicable)
AB39-A21813-CB	Passenger Door Latch (Vehicles <b>with remote</b> )	1 (if applicable)
<i>AB39-A26412-CB</i>	<i>Rear Door Latch – RH (Double Cab)</i>	1 (if applicable)
<i>AB39-A26413-CB</i>	<i>Rear Door Latch – LH (Double Cab)</i>	1 (if applicable)
SRCC 16D128 B	Campaign Completion Decal	1 (unit of issue 42)

**Claim Instructions**

Claim Type 41

Causal Part No. 18S06

Condition Code 79

**NOTE:** If clip/s were broken during the vehicle repair process, add Part Number **W713297 S300** to the relevant PDR.

Replace 4 door latches – Fiesta – With Alarm	FSA18S0602	1.6 Hrs
Replace 4 door latches – Fiesta – Without Alarm	FSA18S0603	1.6 Hrs
Replace 4 door latches – Ranger – With Alarm – With Remote	FSA18S0606	1.0 Hrs
Replace 4 door latches – Ranger – Without Alarm – Without Remote	FSA18S0607	1.0 Hrs
Replace 2 door latches – Ranger – With Alarm – With Remote	FSA18S0610	0.6 Hrs
Replace 2 door latches – Ranger – Without Alarm – Without Remote	FSA18S0611	0.6 Hrs

**Displaced Parts**

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

NB: To prevent any further use, displaced parts must be destroyed at the end of the retention period.

**Completion Date**

It is estimated that this campaign will be completed by November 19, 2019. 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.

**TIM NETHERCOTE**

Service Engineering Manager  
FCSD (☎ +61 3 8301 2903)

Enquiries to Margaret Neeland

Email: [mneeland@ford.com](mailto:mneeland@ford.com)

## RECOMMENDED REWORK PROCEDURES

Thoroughly read and understand rework instructions prior to rework.

### OVERVIEW

In 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.

Dealers are required to replace all side-door latches on affected vehicles.

### SERVICE PROCEDURE

#### Recommended Tool List:

**NOTE:** All tools should be assembled prior to starting the repair and be close-by, accessible and available during the procedure. This ensures efficient access to tools during the repair.

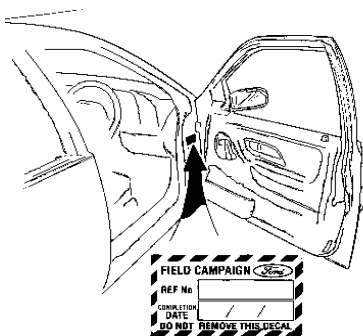
#### FIESTA

1/4" Drive Short Well Sockets 5.5mm, 7mm, 8mm  
1/4" Drive Torx Bits T-20, T-25, T-27  
1/4" Drive Extension - 6 in (152 mm)  
1/4" Drive Cordless Impact Driver  
1/4" Ratchet  
1/4" Torque Wrench  
Needle Nose Pliers  
Plastic Trim Tools  
Small Flathead Pocket Screwdriver  
Large Flathead Screwdriver  
Flash Light  
Telescoping Magnet  
Straight and Curved Pick

#### RANGER

1/4" Drive Cordless Impact Driver  
1/4" Ratchet  
1/4" Drive Extension - 6 in (152 mm)  
Torx Screwdrivers – T-20, T-25, T-30  
Large Philips Screwdriver  
Medium Philips Screwdriver  
Plastic Trim Tools  
Straight and Curved Pick

1. Replace **ALL** side door latches. Refer to Workshop Manual Section 501-14 Handles, Locks, Latches and Entry Systems – Removal and Installation
2. Fit campaign completion decal to the right hand (drivers) side A Pillar and return the vehicle to service.



Enter campaign number and date of repair using a permanent marker pen.

Ensure area of application is thoroughly clean and dry before applying decal.

[END]

# SAMPLE CUSTOMER LETTER – DO NOT DISTRIBUTE

xxxxxxxxxxxx, 2018

VIN NUMBER / 18S061

Name

Organisation

Address1

Address2

Address3

## VEHICLE SAFETY RECALL

Recall Number 18S06

Your Vehicle Identification Number: VIN NUMBER	Registration Number: REGNUMBER
--	--------------------------------

At Ford, we take pride in high quality, dependable products. Recently we discovered a potential issue with your [Fiesta/ Ranger]. Please be reassured we are committed to resolving the issue quickly and at no cost to you.

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.

In certain situations, where the door is able to be closed, the door may unlatch while driving, increasing the risk of injury.

Your Dealer will replace all side-door latches installed on your vehicle. All of this work will be completed free of charge (parts and labour).

**Please book in with your Ford Dealer without delay to have this important work completed ASAP.**

The time required to replace all side-door latches, is less than half a day. Please discuss arrangements with your Dealer at the time of booking.

When you call your Dealer, be ready to provide your Vehicle Identification Number (VIN) found at the top of this letter, and quote Recall Number 18S06.

If you do not already service with a Ford Dealer, simply go to <http://www.ford.com.au> to locate your nearest Authorised Ford Dealer.

We sincerely apologise for this inconvenience, but the quality and safety of your vehicle is our top priority. If you have any questions at all, please call our toll-free number on 1800 503 672 and one of our Customer Relationship representatives will be happy to help you.

Yours faithfully,

TIM NETHERCOTE

Service Engineering Manager  
FORD MOTOR COMPANY

*(Please turn over page)*

# 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: \_\_\_\_\_

**Disposal Details**

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.

Disposal Name (Company Name or Other Name)																													
Disposal Address															Disposal Suburb														
Disposal Postcode															Disposal Phone Number														
Disposal Mobile Number										Disposal Email Address																			

**Privacy Collection Statement**

Thank you for completing this form. The personal information you have provided will be used by Ford Motor Company of Australia Limited (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](mailto:foacust1@ford.com).