Customer Inspection Sheet

Note before starting: If you plan to use an internet browser on your personal computer, you can use the graphic in Step 4 to write down your vehicle's information before logging into the web site. If you will be using a mobile device, you can enter your vehicle's information directly into the website as you inspect your vehicle.

Step 1 **PC USERS:** Using your internet browser, navigate to fordlatchrecall.com.
Or
MOBILE USERS: Using your mobile device, scan the QR code to open the customer inspection website. Using this option will enter the vehicle identification number (VIN) of your affected vehicle for you.

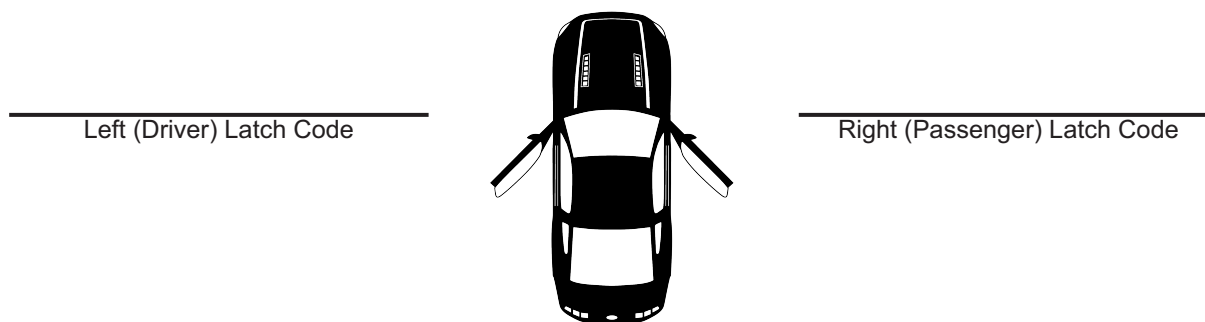Alternatively, you can type the address in your mobile browser.

Step 2 Watch the brief tutorial video on the website to familiarize yourself with the procedure. You can also refer to the illustrated guide beginning on the next page.

Step 3 **PC USERS:** Enter the VIN of your affected vehicle in the VIN field of the website. Note that the VIN of your vehicle should match the VIN at the beginning of this letter.
Or
MOBILE USERS: If you use the QR code to open the website on your mobile device, confirm that the VIN displayed in the VIN field matches the VIN on the vehicle you are inspecting.

Step 4 Record the door latch codes from both door latches in the website. Remember – latch codes may be 4 to 7 characters long (numbers and/or letters). Be sure you record all the characters for each latch.

Left (Driver) Latch Code   Right (Passenger) Latch Code

Step 5 Double check the information that you entered for each door!

Once you are certain that the information has been entered correctly, click the Submit button.

Step 6 If the website reports that it is able to confirm the information you entered, you're done! No further action is required – your vehicle will automatically be closed out of this program.

If the website cannot confirm your information, you need to recheck the information you entered and resubmit. If the codes you entered were correct, you need to take your vehicle to your dealer for additional inspection and/or repairs. Refer to your owner letter for more information.

Vehicle Inspection Guide
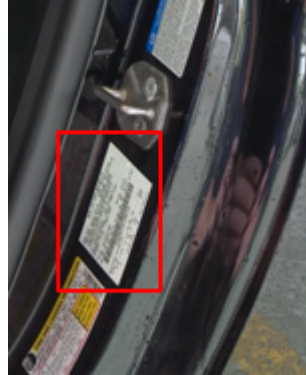
What do you need?

You'll need the following items to help with your inspection:
1. A flashlight
2. A cloth for wiping away dirt from the latch opening
3. Your inspection sheet and a pen or mobile device

Check your VIN

Your VIN is located on the rearward portion of the driver door opening.

Compare your vehicle's VIN to the VIN in the website (if using a mobile device with the QR code) or to the VIN printed near the top of your owner letter to be sure they match.
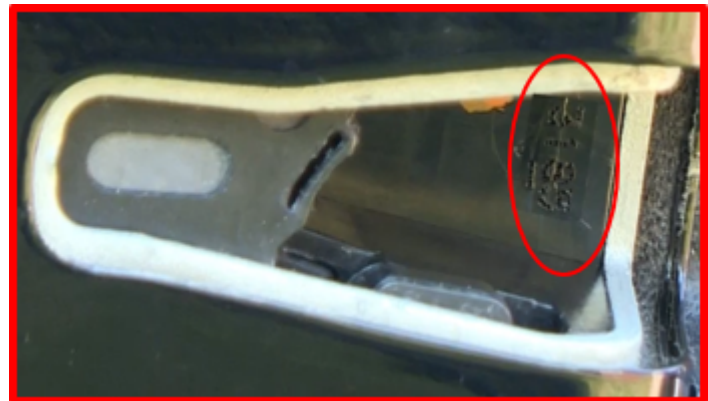

Check your door codes

The door latch is located on the rearward part of the door – the door must be open to see it.

The code will be stamped into the plastic and can be 4-7 characters (numbers and/or letters).

If you cannot read the code, be sure it is not obscured by dirt. If you still cannot read the code even after cleaning, be sure to note this in the website when you submit the results of your inspection.

Above: Driver side door is pictured; passenger side door is similar

Example 4-digit code

Example 7-digit code