

03V-144



Frank M. Ligon
Director
Vehicle Service and Programs
Ford Customer Service Division

2003 APR -9 A 11:00

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

OFFICE OF THE
GENERAL COUNSEL

March 2003

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Optional Product Improvement Program 03G01: Certain 1999 and 2000 Model Year Lincoln Continental Vehicles - Side Air Bag Crash Sensor Replacement

Note: This is a new type of Field Service Action as designated by the "G" in the program number. FSA's with a "G" in the third character are Optional Product Improvement Programs, and are to be performed only if requested by the Customer.

OASIS: Yes
OWNER LIST: No
PROGRAM TERMS: This program will be in effect until March 31, 2005, regardless of mileage.

AFFECTED VEHICLES

Certain 1999 - 2000 model year Lincoln Continental vehicles built at the Wixom Assembly Plant from Job #1, 1999 through February 29, 2000.

REASON FOR PROGRAM

The driver and/or passenger side air bag may deploy as a result of multiple underbody impacts near the sensors, such as could occur from pieces of gravel or debris thrown from the wheels while the vehicle is being operated at moderate to high speed or being accelerated aggressively. Drivers of these vehicles who encounter these conditions may request to have this Optional Product Improvement performed. In the extremely unlikely event that a side air bag should deploy under such conditions, the vehicle will remain fully functional, and the risk of injury resulting from the deploying side air bag is low.

SERVICE ACTION

For customers who choose to have this Optional Product Improvement performed, dealers will replace both the driver and passenger side air bag crash sensors.

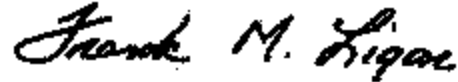
ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Customer Letter(s)

QUESTIONS?

- Claims Information:.....1-800-423-8851
- Other Program Questions (Dealers only):.....1-800-325-5821
- Lincoln CRC (Customers only):.....1-800-521-4140

Sincerely,



Frank M. Ligon

**Optional Product Improvement Program 03G01
Certain 1999 and 2000 Model Year Lincoln Continental Vehicles
Optional Product Improvement - Side Air Bag Crash Sensor Replacement**

OASIS

You must use OASIS to determine if a vehicle is eligible for this program.

PLEASE NOTE

This is an Optional Product Improvement Program. Perform only if requested by the customer.

DEALER-OWNER CONTACT

This is an optional program to be performed only at customer request. Therefore, an FSA VIN list will not be available on FMCDealer.com for this program

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using DWE.
- Refer to ACESII manual for claims preparation and submission information.

RENTAL CARS

The use of rental vehicles is not authorized for this program.

Optional Product Improvement Program 03G01
Certain 1999 and 2000 Model Year Lincoln Continental Vehicles
Optional Product Improvement - Side Air Bag Crash Sensor Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Both Side Air Bag Sensors	03G01B	1.0 Hours*

* This is an entirely new procedure with a revised labor time. Workshop Manuals will be revised accordingly to reflect this new procedure.

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts will not be direct shipped for this program. Order your parts requirement through normal order processing channels as noted below.

- For Stock Orders, effective immediately, follow normal order process.
- For Interim Orders, effective immediately, follow normal order process.
- For Emergency Orders within the first 30 days after launch, call 1-800-325-5621.
- For Emergency Orders 31 days after launch, follow normal order process.

Part Number	Description	Quantity
XF3Z-14B346-ZAA	Side Air Bag Crash Sensor – 2 per package	1 package per vehicle

NOTE: Removed parts must be mutilated and properly scrapped to prevent their use on another vehicle.

ORDER INFORMATION

The DOR/COR for this program is 50297. This number identifies parts ordered for this Optional Product Improvement through the Special Service Support Center (1-800-325-5621).

DEALER PRICE

For latest prices, check DOES II or updated price book.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 1999 AND 2000 MODEL YEAR CONTINENTAL VEHICLES — SIDE AIR BAG CRASH SENSOR REPLACEMENT

OVERVIEW

This procedure provides the detail for replacing the left and right side air bag crash sensors. It is not necessary to remove the front seats from the vehicle when performing this procedure.

NOTE:

This new service procedure is being implemented for the replacement of the side air bag crash sensors only.

SERVICE PROCEDURE

WARNING!

ALWAYS WEAR SAFETY GLASSES WHEN REPAIRING AN AIR BAG SUPPLEMENTAL RESTRAINT SYSTEM (SRS) VEHICLE. THIS WILL REDUCE THE RISK OF INJURY IN THE EVENT OF AN ACCIDENTAL DEPLOYMENT.

WARNING!

TO AVOID ACCIDENTAL DEPLOYMENT AND POSSIBLE PERSONAL INJURY, THE BACKUP POWER SUPPLY MUST BE DEPLETED BEFORE REPAIRING OR REPLACING ANY FRONT OR SIDE AIR BAG SUPPLEMENTAL RESTRAINT SYSTEM (SRS) COMPONENTS AND BEFORE SERVICING, REPLACING, ADJUSTING OR STRIKING COMPONENTS NEAR THE FRONT OR SIDE AIR BAG SENSORS, SUCH AS DOORS, INSTRUMENT PANEL, CONSOLE, DOOR LATCHES, STRIKERS, SEATS AND HOOD LATCHES.

THE SIDE AIR BAG SENSORS ARE LOCATED NEAR THE BASE OF THE B-PILLAR.

TO DEplete THE BACKUP POWER SUPPLY ENERGY, DISCONNECT THE BATTERY GROUND CABLE AND WAIT AT LEAST ONE MINUTE. BE SURE TO DISCONNECT AUXILIARY BATTERIES AND POWER SUPPLIES (IF EQUIPPED).

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0303

1. Prove out the supplemental restraint system (SRS) as follows:

Turn the ignition switch from the OFF to the RUN position and visually monitor the air bag indicator with the air bag modules installed. The air bag indicator will light continuously for approximately six seconds and then turn off. If an air bag supplemental restraint system (SRS) fault is present, the air bag indicator will either:

- fail to light.
- remain lit continuously.
- flash.

The flashing might not occur until approximately 30 seconds after the ignition switch has been turned from the OFF to the RUN position. This is the time required for the restraints control module (RCM) to complete the testing of the SRS. If the air bag indicator is inoperative and a SRS fault exists, a chime will sound in a pattern of five sets of five beeps. If this occurs, the air bag indicator and any SRS fault discovered would not be covered by this optional product improvement program but must be diagnosed and repaired before continuing with the side crash sensor replacement.

2. **WARNING: TO REDUCE THE RISK OF PERSONAL INJURY, DO NOT USE ANY MEMORY SAVER DEVICES.**

Record the radio stations.

3. Turn the ignition switch from RUN to OFF.
4. Remove the fuse box cover from below the instrument panel and remove the air bag fuse (No. 9).
5. Move and tilt the front seats to their highest and forward most position.

6. **WARNING: TO AVOID ACCIDENTAL DEPLOYMENT AND POSSIBLE PERSONAL INJURY, THE BACKUP POWER SUPPLY MUST BE DEPLETED BEFORE REPAIRING OR REPLACING ANY FRONT OR SIDE AIR BAG SUPPLEMENTAL RESTRAINT SYSTEM (SRS) COMPONENTS AND BEFORE SERVICING, REPLACING, ADJUSTING OR STRIKING COMPONENTS NEAR THE FRONT OR SIDE AIR BAG SENSORS, SUCH AS DOORS, INSTRUMENT PANEL, CONSOLE, DOOR LATCHES, STRIKERS, SEATS AND HOOD LATCHES.**

TO DEplete THE BACKUP POWER SUPPLY ENERGY, DISCONNECT THE BATTERY GROUND CABLE AND WAIT AT LEAST ONE MINUTE. BE SURE TO DISCONNECT AUXILIARY BATTERIES AND POWER SUPPLIES (IF EQUIPPED).

Disconnect the battery ground cable and wait at least one minute.

7. **NOTE:** Access the left side crash sensor through the carpet opening, under the front seat.

NOTE: The sensor and bracket are removed and replaced as an assembly.

Remove the wire harness push pin from the side crash sensor bracket, then remove the two side crash sensor bracket retaining bolts and position the side crash sensor and bracket assembly out from under the seat.

8. Disconnect and remove the side crash sensor and bracket assembly from the vehicle.



WARNING!

VEHICLE SENSOR ORIENTATION IS CRITICAL FOR PROPER SYSTEM OPERATION. INSPECT THE SENSOR MOUNTING BRACKET AND WIRING PIGTAIL FOR DEFORMATION. REPLACE AND PROPERLY MOUNT THE SENSOR IN PLACE.

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9. Connect the new crash sensor and bracket assembly.
10. Position the new sensor and install the retainer nuts. Tighten nuts to 12 Nm (9 lb-ft).
11. Secure the harness pushpin.
12. Repeat steps 7-11 to replace the right side crash sensor.
13. Turn the ignition key from OFF to RUN.
14. Install the airbag fuse (No. 9) and install the cover.
15. **WARNING: BE SURE THAT NOBODY IS IN THE VEHICLE AND THAT THERE IS NOTHING BLOCKING OR SET IN FRONT OF ANY AIR BAG MODULE WHEN THE BATTERY GROUND CABLE IS CONNECTED.**

Connect the battery ground cable.

16. Position the front seats rearward.
17. Prove out the supplemental restraint system (SRS) as follows:

Turn the ignition key from RUN to OFF. Wait 10 seconds, then turn the key back to RUN and visually monitor the air bag indicator with the air bag modules installed. The air bag indicator will light continuously for approximately six seconds and then turn off. If an air bag supplemental restraint system (SRS) fault is present, the air bag indicator will either:

- fall to light.
- remain lit continuously.
- flash.

The flashing might not occur until approximately 30 seconds after the ignition switch has been turned from the OFF to the RUN position. This is the time required for the restraints control module (RCM) to complete the testing of the SRS. If the air bag indicator is inoperative and a SRS fault exists, a chime will sound in a pattern of five sets of five beeps. If a SRS fault is discovered, the restraint system must be diagnosed and repaired as indicated in the appropriate Workshop Manual before returning the vehicle to the customer.

18. Reprogram the radio stations.

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Frank M. Ligon
Ford Motor Company
P. O. Box 1804
Dearborn, Michigan 48121

March 2003

03G01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

Ford Motor Company is providing a no-charge Product Improvement Program (Number 03G01), to owners of certain 1999 and 2000 Lincoln Continental vehicles equipped with side air bags.

At Lincoln, your security and peace of mind are a top priority. Your Lincoln Continental is equipped with numerous safety features, including driver and front passenger side-impact air bags that provide head and chest protection. This side air bag system was designed to provide increased impact protection across a wide range of side impact events. Along with this increased level of protection, we designed the side air bag system to reduce the risk of injuries caused by side air bag deployments and conducted extensive testing to confirm the design.

**Reason For This
Product Improvement
Program...**

We have found that in certain types of underbody impacts near the sensors, such as can occur if pieces of gravel or debris are thrown from the wheels while the vehicle is being operated at moderate speeds or accelerating, the sensor may predict a collision is occurring and deploy one of the side air bags. In the unlikely event that a side airbag deploys under such conditions, your vehicle will remain fully functional, and the risk of injury resulting from the deploying side airbag is low.

**What Ford Motor
Company and your
Lincoln dealer will do...**

We have developed a recalibrated sensor that reduces the possibility of inadvertent deployment in these kinds of driving conditions. If you operate your vehicle in conditions as described above, you should take your vehicle to your dealer to have recalibrated air bag sensors installed at no cost to you. This program will be in effect for two years from the date of this letter regardless of vehicle mileage.

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 we are asking you to do...

If you feel that your driving conditions warrant this Optional Product Improvement, call your dealer without delay. Provide the dealer with your Vehicle Identification Number (located at the beginning of this letter). Ask for a service date and whether parts are in stock. If you do not have a servicing dealer, please access www.dealerconnection.com for dealer addresses, maps, and driving instructions.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

If you have changed address or sold the vehicle...

Please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this program.

If you have concerns ...

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Lincoln Customer Relationship Center and one of our representatives will be happy to assist you:

Call (800) 521-4140
(800) 232-5952 (TDD for the hearing impaired.)

Office Hours: (Eastern Standard Time)

Monday-Friday: 8AM – 11PM

Saturday: 8AM – 6PM

Or you may contact us through the Internet ...

www.ownerconnection.com

Quality Care service is
there for you all year
long.



Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company for automotive products and services. Thank you for your attention to this important matter.

Sincerely,

A handwritten signature in black ink that reads "Frank M. Ligon". The signature is written in a cursive, flowing style.

Frank M. Ligon