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November 7, 2005

**TO:** All U.S. Ford and Lincoln Mercury Dealers

**SUBJECT:** Safety Recall 05S39:  
Certain 2006 Lincoln Navigators  
Park Pawl Guide Plate Replacement

**REF:** Dealer Announcement dated May 10, 1999, Low Volume Programs

### **AFFECTED VEHICLES**

Certain 2006 Lincoln Navigator vehicles built at the Michigan Truck Plant from September 8, 2005 through October 3, 2005. This program includes less than 300 vehicles. Affected vehicles are identified in OASIS. In addition, a list of vehicles assigned to your dealership will be available on November 9, 2005 at <https://web.fsavinlists.dealerconnection.com>.

### **REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the park pawl guide plate may not have been manufactured properly. As a result the park pawl may not fully engage, thus not allowing the transmission to engage the park position. If this occurs and the vehicle is parked without the parking brake applied, the vehicle may roll even though the shifter indicates that it is in the park position. This condition could result in an accident or injury.

### **SERVICE ACTION**

At no charge to the vehicle owner, dealers are to replace the park pawl guide plate. **DO NOT DEMONSTRATE OR DELIVER** any of the affected vehicles until this safety recall has been completed. This repair must be performed on all of the affected vehicles in your new inventory as well as vehicles that have been delivered to customers.

### **PLEASE NOTE:**

**Federal law requires dealers to complete any outstanding safety 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 \$5,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

### **OWNER NOTIFICATION MAILING SCHEDULE**

Parts to repair this condition are currently available in sufficient quantities to service all of the affected owners. Owners of affected vehicles will be sent a letter the week of November 14, 2005. Please note that dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**LOW VOLUME PROGRAM**

This recall is being processed as a Low Volume Program. This type of field action was announced in an All-Dealer letter dated May 10, 1999.

The Customer Notification Letter directs owners to contact the Low Volume Coordination Center to arrange for this service. We will advise you via CuDL (Customer Data Link) of the owners that choose your dealership to perform the service provided by this recall. The parts will be ordered for your dealership by the coordination center.

**If notified via CuDL, you are requested to contact the owner and arrange for a service appointment. The coordination center will advise owners that you will contact them within the next two business days.**

**ATTACHMENTS**

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

**QUESTIONS?**

- Claims Information: ..... 1-800-423-8851
- Special Service Support Center (Dealer Only) Questions: ..... 1-800-325-5621
- Parts Support Center (Dealer only) Questions: ..... 1-800-207-2444

Sincerely,



Frank M. Ligon

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**OASIS ACTIVATED?** Yes. OASIS will be activated by November 7, 2005

**FSA VIN LIST ACTIVATED?** Yes

Available through FMCDDealer.com or at <https://web.fsavinlists.dealerconnection.com> by November 9, 2005. Owner names and addresses will be available the week of November 21, 2005.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall action.

**STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs, utilizing the "Low Volume Process." When you receive notification through CuDL (Customer Data Link), you should contact the owner and arrange for this service. Please note that the Low Volume Coordination Center will advise owners that they will hear from you within the next two business days. For more information, see "[Low Volume Announcement Letter](#)" dated May 10, 1999.
- Contact any of your affected owners whose vehicles are not on your VIN list but are identified in OASIS. Give the owner a copy of the Customer Notification Letter and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this Field Service Action.

**RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

**ADDITIONAL LABOR TIME**

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

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**OWNER REFUNDS**

Refunds are not authorized for this program.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Prior approval from the SSSC is required for related damage claims.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. Prior approval from the SSSC is required to claim "MT" labor.
- Refer to ACESII manual for claims preparation and submission information.

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace park pawl guide plate	05S39B	1.3 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

The "Low Volume Program" will be utilized for this program until December 31, 2005. After December 31, you will be able to order these parts through normal ordering processes. Customers will continue to have the option of using the "Low Volume Program" until the program is completed on their vehicle.

**CUSTOMER VEHICLES:**

Parts will be shipped to your dealership according to the procedures established for "Low Volume Programs." DO NOT order parts, except for dealer stock units (refer to "Low Volume Programs"). After December 31, 2005 normal ordering procedures can be used to obtain parts if the customer brings the vehicle into your dealership without contacting the Low Volume Coordination Center.

**Note:** When the customer calls the Coordination Center, the correct parts will be automatically sent to the dealer of their choice. Unused parts may be returned for credit. (See "Excess Stock Return" below).

**STOCK VEHICLES:**

Correct all vehicles in new vehicle inventory before delivery. Contact the Low Volume Coordination Center at 1-800-248-0186 to order parts. When calling this number, identify Safety Recall 05S39 and have the VIN of the dealer stock vehicle to be serviced.

**Note:** After December 31, 2005 normal ordering procedures can be used to obtain parts.

Part Number	Description	Quantity
5L7Z-7G101-A	Park Pawl Guide Plate	1
5L7Z-7A010-BA	Oil Pan Drain Plug	1
XT-6-QSP	Mercon SP Automatic Transmission Fluid	5 Quarts

The DOR/COR for this program is 50359. This number identifies parts ordered for this recall through the Parts Support Center (1-800-207-2444).

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**RECALL PARTS SUPPORT CENTER**

There are three methods to use for questions or assistance regarding recall parts:

- Parts Support Center: 1-800-207-2444
- E-mail: [Ford@Renkim.com](mailto:Ford@Renkim.com)
- FAX Number: 1 (888) 374-8040

When contacting the Parts Support Center via phone, FAX, or E-mail for a question, or concern, please provide:

- Dealer Name and P & A code
- Contact Name
- Phone number and E-mail address
- FSA #: 05S39
- VIN#
- Part number and question / concern regarding part

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

**EXCESS STOCK RETURN**

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