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November 6, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DELIVERY HOLD**
Safety Recall 19S03 – Supplement #4
Certain 2017 - 2019 Model Year Continental
Door Latch Replacement

New! REASON FOR THIS SUPPLEMENT

- *Parts are now on open order for all Door Latch Kits*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Continental	2017-2019	Flat Rock	November 30, 2015 through November 14, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the electronic door latch pawl motor may become inoperative and result in a door not being able to close. This will set a door ajar warning in the message center and illuminate the door ajar symbol in the instrument panel cluster.

In some cases, if the client is able to close the door with an intermittently operative latch, the latch pawl may not fully engage, and the door ajar warnings will remain on. A latch pawl that is not fully engaged increases the potential for the door to open while driving, and the risk of injury.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this recall, dealers are to replace the door latches on all four doors using the door latch kit. This service must be performed on all affected vehicles at no charge to the vehicle owner.

When demonstrating vehicle please reference Client Information Sheet Attachment IV. Ensure any applicable door ajar or fault warning messages or indicators are not present prior to demonstration.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will begin mailing the week of November 11, 2019 for remaining vehicles that did not receive notification. Dealers should repair any vehicles exhibiting this condition that arrive at their dealerships, whether or not the client has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this 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 \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Client Information Sheet
Owner Notification Letters
Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

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OASIS ACTIVATION

OASIS was activated on February 12, 2019

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on February 12, 2019. Owner names and addresses will be available once parts are available to repair all vehicles.

NOTE: Your FSA VIN Lists 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.

SOLD VEHICLES

- Lincoln (or Ford Motor Company) has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles, if door ajar lights or faults are not present after closing the door. Refer to the Client Information Sheet Attachment IV.
- When parts are available to repair all vehicles, immediately contact any of your affected clients whose vehicles are not on your VIN list but are identified in OASIS. Give the client a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of client vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery once seed stock is available.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. However, affected LRAC/LCTP Continental units are safe to operate and can remain in service as a loaner vehicle; as long as the vehicle is not exhibiting symptoms of a door will not close, the door ajar indicator lamp illuminating on the instrument cluster, or a door ajar or fault warning displayed in the instrument cluster message center. Please consult your legal counsel for legal advice.

- For each affected Continental LRAC/LCTP provided as a loaner, dealers should provide the client a copy of the Client Information Sheet, Attachment IV.
- Per program guidelines, any vehicle with an open recall will not be accepted into any LRAC or LCTP program.

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TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

OWNER REFUNDS

This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.

- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with door latch replacement.

LINCOLN LOANER VEHICLES

Effective with repairs dated on or after June 3, 2019, Dealers are pre-approved for up to 4 days for a comparable loaner vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Loaners will only be reimbursed for the days the vehicle is at the dealership for part replacement. Prior approval for more than 4 loaner days is required from the SSSC via the SSSC Web Contact Site.

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC07122, 2019 Lincoln Pickup & Delivery Updates. Claim the difference of pre-approved days, or any additional rental days approved by the SSSC as instructed.

LINCOLN CLIENT SPECIAL HANDLING

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, such as:

- Fuel fill
- Gift Card for the client's favorite restaurant

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC07126, Lincoln Loyalty Program Announcement for additional details.

For 19S03 repairs with a repair order open date through December 31, 2019:

- Lincoln Dealers are encouraged to familiarize themselves with the Incremental Loyalty Funds outlined in EFC07739.
- Dealers should also utilize the Culinary Experience Note Card provided as part of EFC07524.

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ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 19S03 is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

- **Rentals (for repair orders opened on or after June 1, 2019) :** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL on same line as repair.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 19S03 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.

Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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- **Lincoln Loaner:** Applicable only to long term loaner vehicles that were approved by SSSC when parts were not available to repair vehicle, but have not yet had claim submitted.
 - Rental expenses must be claimed under Lincoln loaner program number 19A01. Enter the total amount of the rental expense under Misc. Expense Code RENTAL.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC07122, 2019 Lincoln Pickup & Delivery Updates for details.
 - Any additional loaner days outside Lincoln Pickup & Delivery, either pre-approved or approved by the SSSC, should be claimed on a separate line with the approval code for the approved days.
- **Lincoln Client Special Handling:** Reference EFC07126, Lincoln Loyalty Program Announcement for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace all four door latches.	19S03B	2.3 Hours
Replace all four door latches. (equipped with power door cinch closing)	19S03C	2.5 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: All Door latch kits are on open order.

Part Number	Description	Order Quantity	Claim Quantity
GD9Z-54264A26-CA	Door latch kit (Power Door Cinch Closing)	1	1
GD9Z-54264A26-BA	Door latch kit	1	1

To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

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 2017 – 2019 MODEL YEAR CONTINENTAL VEHICLES — DOOR LATCH REPLACEMENT

OVERVIEW

In some of the affected vehicles, the electronic door latch pawl motor may become inoperative and result in a door not being able to close. This will set a door ajar warning in the message center and illuminate the door ajar symbol in the instrument panel cluster. In some cases, if the customer is able to close the door with an intermittently operative latch, the latch pawl may not fully engage, and the door ajar warnings will remain on. A latch pawl that is not fully engaged increases the potential for the door to open while driving, and the risk of injury. Before delivering any new in-stock vehicles involved in this recall, dealers are to replace the door latch on all four doors.

SERVICE PROCEDURE

NOTE: On the driver front door ONLY, refer to Steps 2-5 when installing the door latch, to ensure proper operation of the key cylinder and latch assembly.

1. Replace the driver and passenger front door latches. Please follow the Workshop Manual (WSM) procedures in Section 501-14.
2. The D-Shaped key cylinder shaft must align with the side door key cylinder cables D-Shaped slot and align the key cylinder pin with the key cylinder cable slot. See Figure 1.

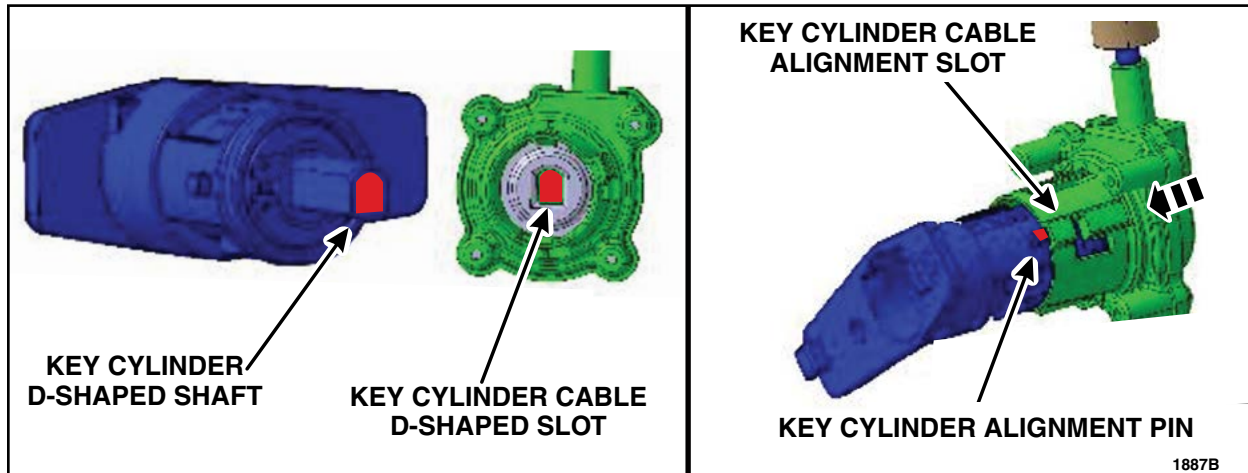


FIGURE 1



3. Install the key cylinder cable onto the key cylinder. See Figures 1,2 and 3.

NOTE: Figure 4 shows an incorrectly assembled key cylinder and cable assembly for reference.

- a. With the key cylinder cable slot aligned with the key cylinder pin push the cable on until it stops.
- b. Rotate the cable end until it stops.
- c. Push the cable onto the key cylinder until it stops.

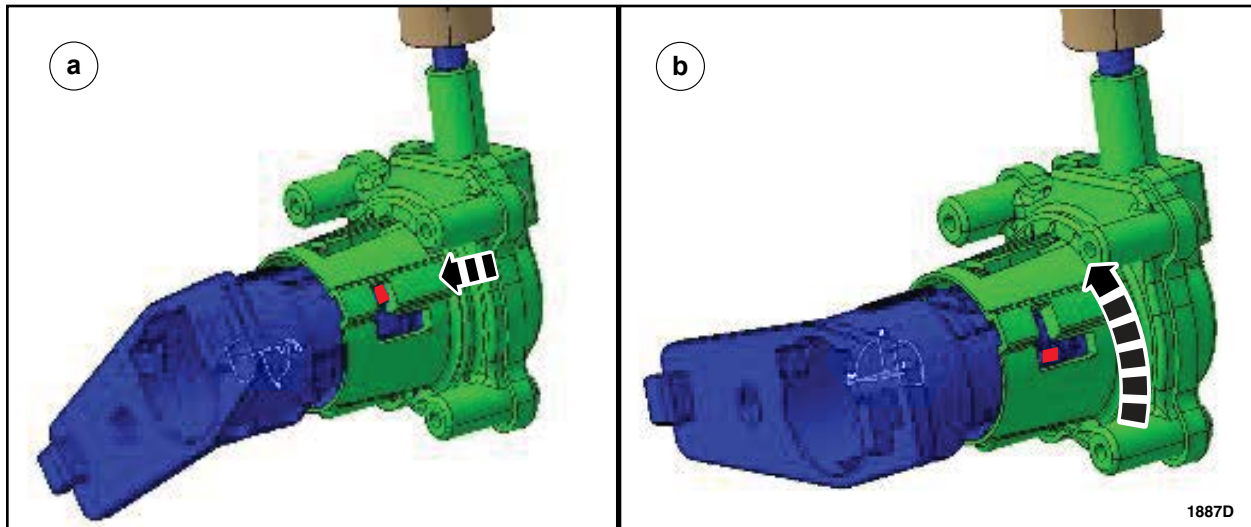


FIGURE 2

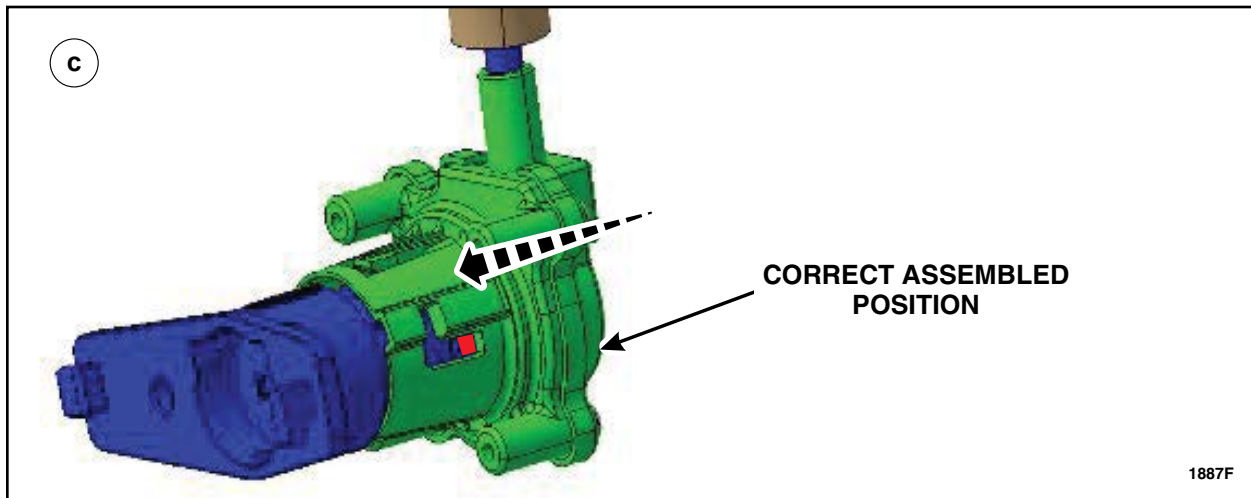


FIGURE 3



4. Ensure that the key cylinder cable slot is aligned with the key cylinder pin. Figure 4 shows an incorrect assembled key cylinder and cable assembly.

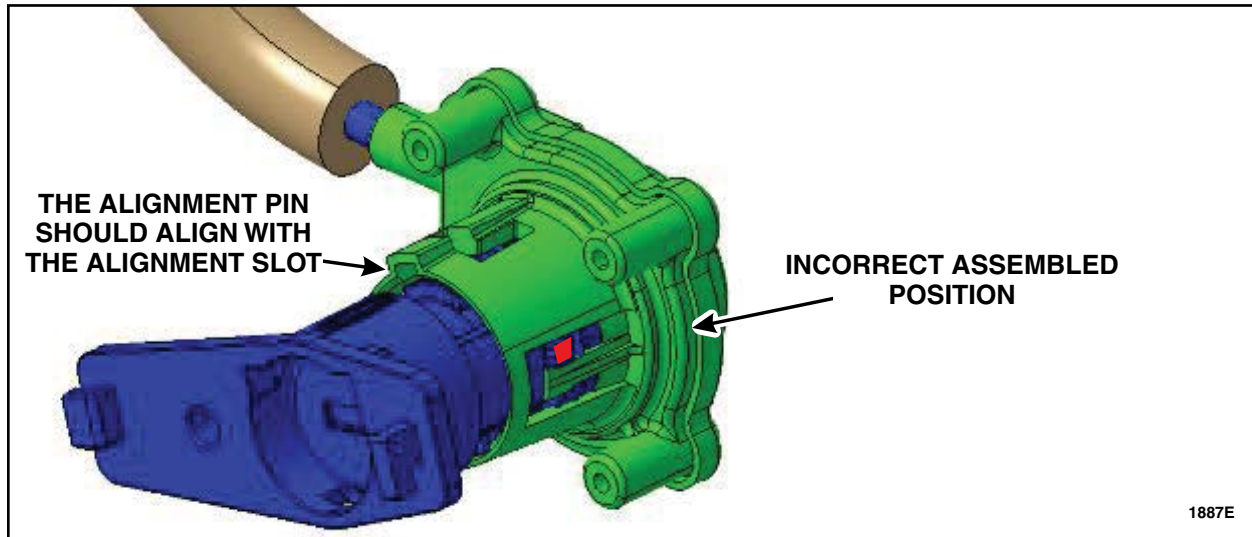


FIGURE 4

5. After the installation of the driver door E-Latch assembly, ensure that the key cylinder lock cable lever is in the downward position before installing the door trim panel. See Figure 5.

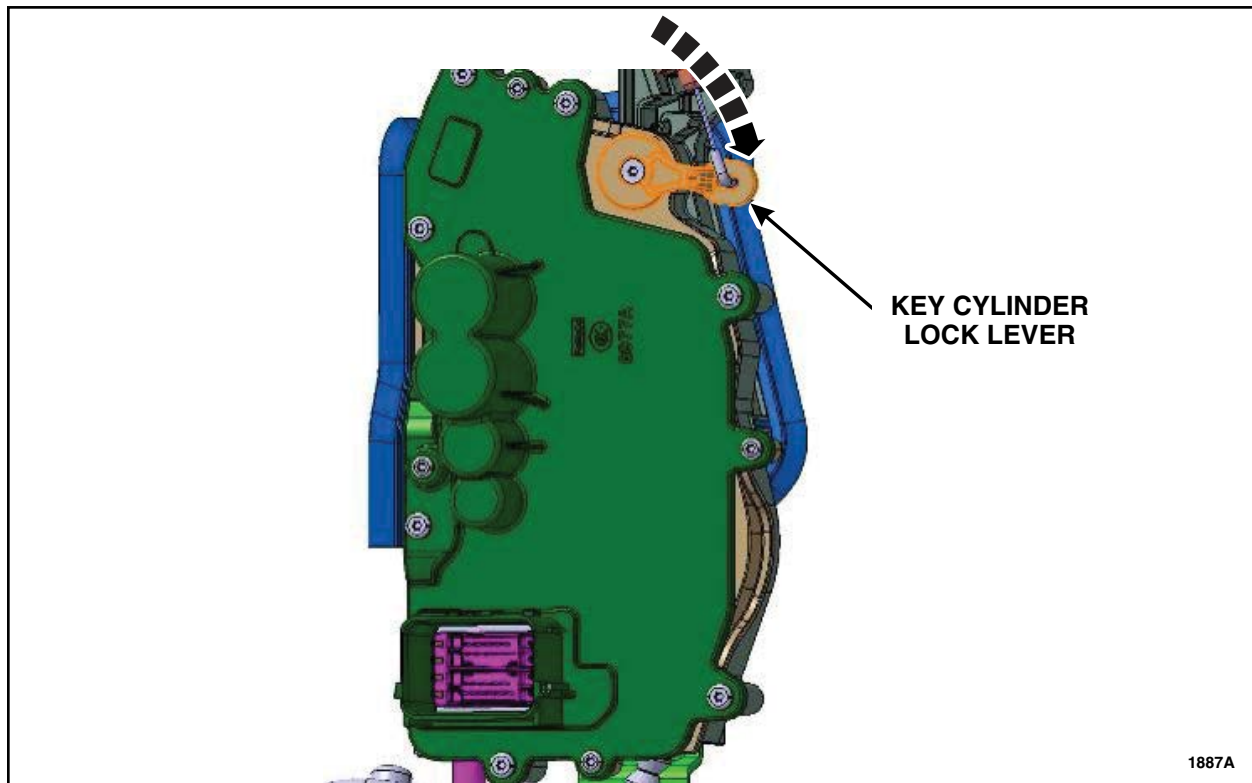


FIGURE 5



6. Replace the driver and passenger rear door latches. Please follow the WSM procedures in Section 501-14.

NOTE: Verify proper lock function after the vehicle repairs. Power Door Window Initialization should be performed following WSM procedures in Section 501-11, verify the one-touch function is working correctly on the power windows.

