



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

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

August 21, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 18B19
Certain 2017 Model Year Continental Livery Vehicles
Exterior Door Handle Replacement

PROGRAM TERMS

This program will be in effect through August 31, 2019. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Continental Livery	2017	Flat Rock	August 1, 2016 through June 16, 2017

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, customers may not be able to open a door from the outside due to intermittent failure of the door handle.

SERVICE ACTION

Dealers are to replace all four exterior door handles. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of September 3, 2018. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

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

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

Customer Satisfaction Program 18B19
Certain 2017 Model Year Continental Livery Vehicles
Exterior Door Handle Replacement

OASIS ACTIVATION

OASIS will be activated on August 21, 2018.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 21, 2018. Owner names and addresses will be available by September 19, 2018.

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 program 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 service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer 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 customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

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

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires February 28, 2019.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. 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 the replacement of the front and rear exterior door handles.

Customer Satisfaction Program 18B19
Certain 2017 Model Year Continental Livery Vehicles
Exterior Door Handle Replacement

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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 – Field Service Actions (FSA) – Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
 - 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

- 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 18B19 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.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA. **IMPORTANT:** Click the radio button on the Related Damage Indicator.
- Submit the paint material allowance by entering “PAINT” as the base part number.
 - Program Code: 18B19
 - PAINT Expense: Claim Actual Cost up to \$50.00
- Submit refunds on a separate repair line.
 - Program Code: 18B19 - 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.

Customer Satisfaction Program 18B19
 Certain 2017 Model Year Continental Livery Vehicles
 Exterior Door Handle Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace All (4) Exterior Door Handles (Front and Rear) - Includes time to retrieve and clear DTC's per WSM front interior door panel R&I procedure - Includes time to perform power door window initialization per WSM front door window glass R&I procedure	18B19B	2.6 Hours
Additional Time To Paint New Exterior Door Handles	18B19C	1.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
PAINT	Paint Material Allowance	As Needed	
GD9Z-5422404-ADPTM	Exterior Door Handle Assembly – Right Front	1	1
GD9Z-5422405-ADPTM	Exterior Door Handle Assembly - Left Front	1	1
GD9Z-5426604-ADPTM	Exterior Door Handle Assembly - Right Rear	1	1
GD9Z-5426605-ADPTM	Exterior Door Handle Assembly - Left Rear	1	1

Order your parts requirements through normal order processing channels. 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 MODEL YEAR CONTINENTAL LIVERY VEHICLES — EXTERIOR DOOR HANDLE REPLACEMENT

OVERVIEW

In some of the affected vehicles, customers may not be able to open a door from the outside due to intermittent failure of the door handle. Dealers are to replace all four exterior door handles. This service must be performed on all affected vehicles at no charge to the vehicle owner.

SERVICE PROCEDURE

Recommended Tool List:

General Tools	General Equipment
1/4" Drive Power Tool	Light
1/4" Drive Ratchet	
1/4" Drive Torque Wrench	
1/4" Drive Extension 6 inch	
1/4" Drive Socket 7mm and 10mm	
1/4" Drive Deep Well Socket 8mm	
1/4" Drive T20 Torx	
Small Trim Tool	

1. Paint the new exterior door handles to match before installation.
2. Remove and replace the exterior door handles. Please refer to Workshop Manual procedures (WSM) in section 501-14.
3. Using IDS check and clear DTC's and perform a Key On Engine Off (KOEO) self test.

