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Ford Motor Company
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August 21, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 18B20
Certain 2017-2018 Model Year Continental Livery Vehicles
Seat Back Bolster Replacement

PROGRAM TERMS

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

URGENCY / EXPIRATION DATE

This Customer Satisfaction Program has an expiration date of August 31, 2019 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists name and address available by September 19, 2018 to contact customers with affected vehicles. This will help minimize the number of vehicles that may have cracked seat back bolsters, which may require a more extensive repair.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Continental Livery	2017-2018	Flat Rock	August 1, 2016 through February 21, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, the front driver or passenger seat back bolster may crack, resulting in a loose outboard bolster and/or a gap between the foam trim and surrounding plastic.

SERVICE ACTION

Dealers are to replace both the driver and passenger front seat back bolsters. 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.

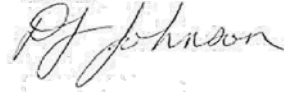
ATTACHMENTS

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,

A handwritten signature in cursive script, appearing to read "D. Johnson".

David J. Johnson

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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 front seat back bolster replacement.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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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 – 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 18B20 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.
- 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.
- Submit refunds on a separate repair line.
 - Program Code: 18B20
 - 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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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace both front seat back bolsters	18B20B	1.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
GD9Z-9660081-BC	Seat back bolster	2	2

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 2017-2018 MODEL YEAR CONTINENTAL LIVERY VEHICLES — SEAT BACK BOLSTER REPLACEMENT

OVERVIEW

In some of the affected vehicles, the front driver or passenger seat back bolster may crack, resulting in a loose outboard bolster and/or a gap between the foam trim and surrounding plastic. Dealers are to replace both the driver and passenger front seat back bolsters.

SERVICE PROCEDURE

Recommended Tool List:

General Tools
Plastic Trim Tool
Pick/Hook Tool

1. Remove the affected front seat backrest cover. Please follow the procedures in Workshop Manual (WSM) Section 501-10A.
2. Release the front seat backrest heater mat wiring retainer from the backrest assembly. See Figure 1.

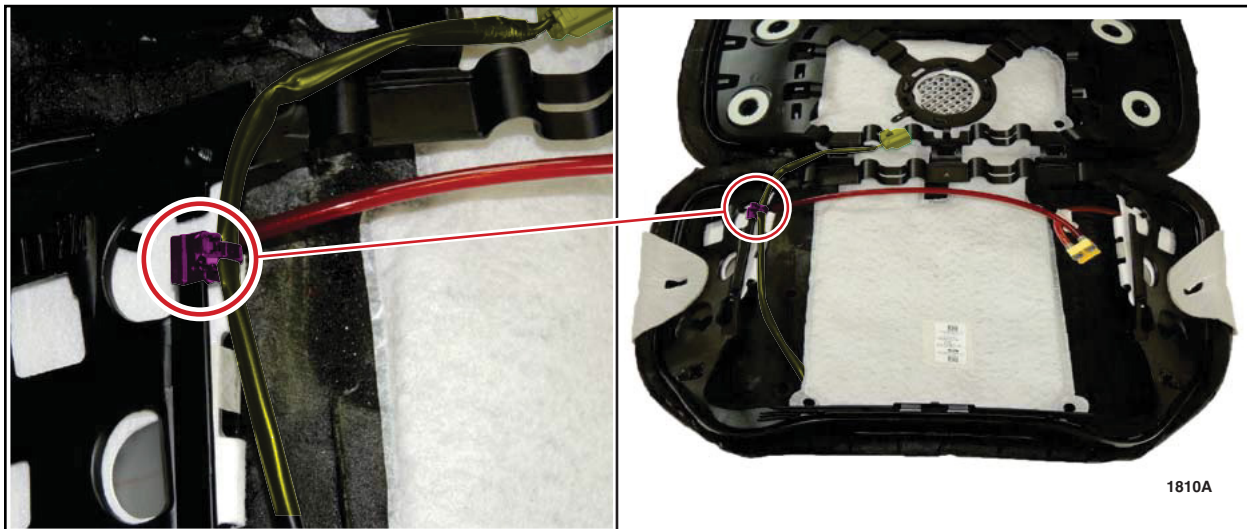


FIGURE 1



3. Release the heater mat fabric wrap around extensions and position aside. See Figure 2.



FIGURE 2

4. Release the hook and loop strips and separate the seat backrest foam from the seat backrest bolster. See Figure 3.

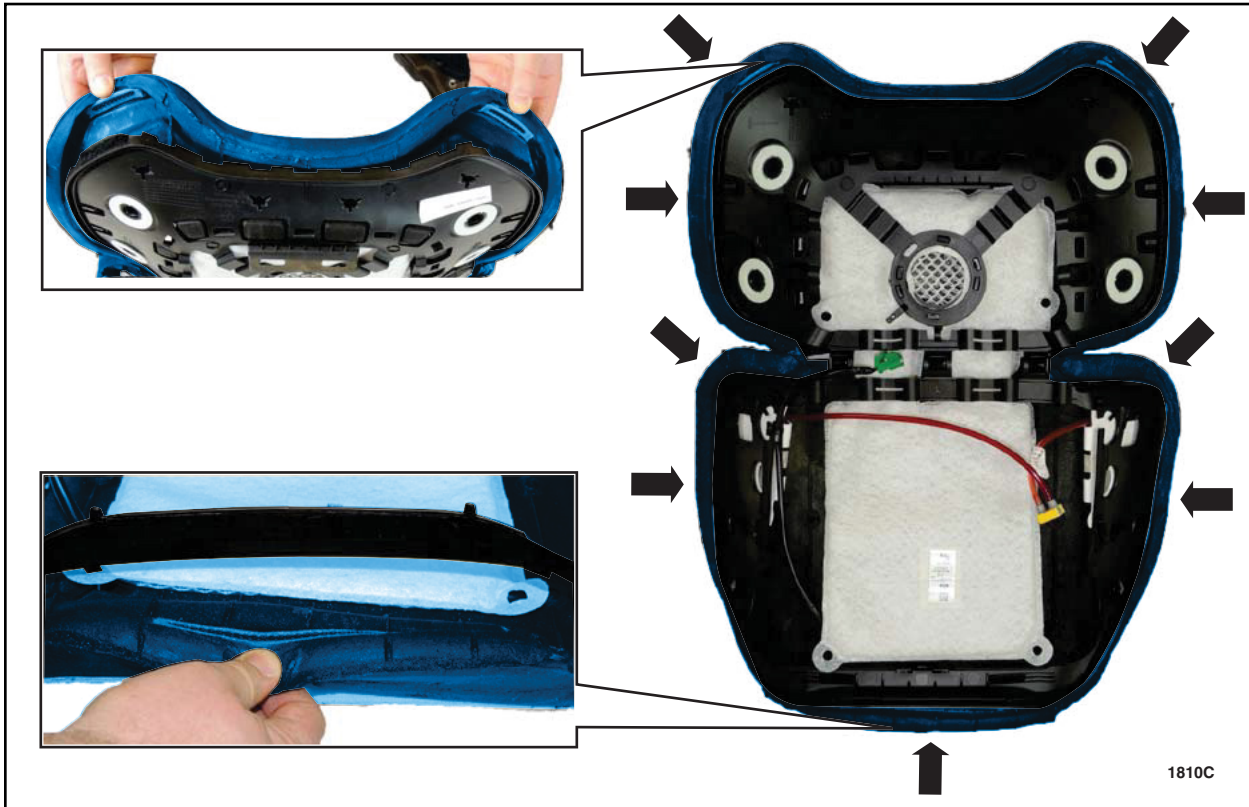


FIGURE 3



5. Release the pin-type retainers and remove both multi-contour bladders. See Figure 4.

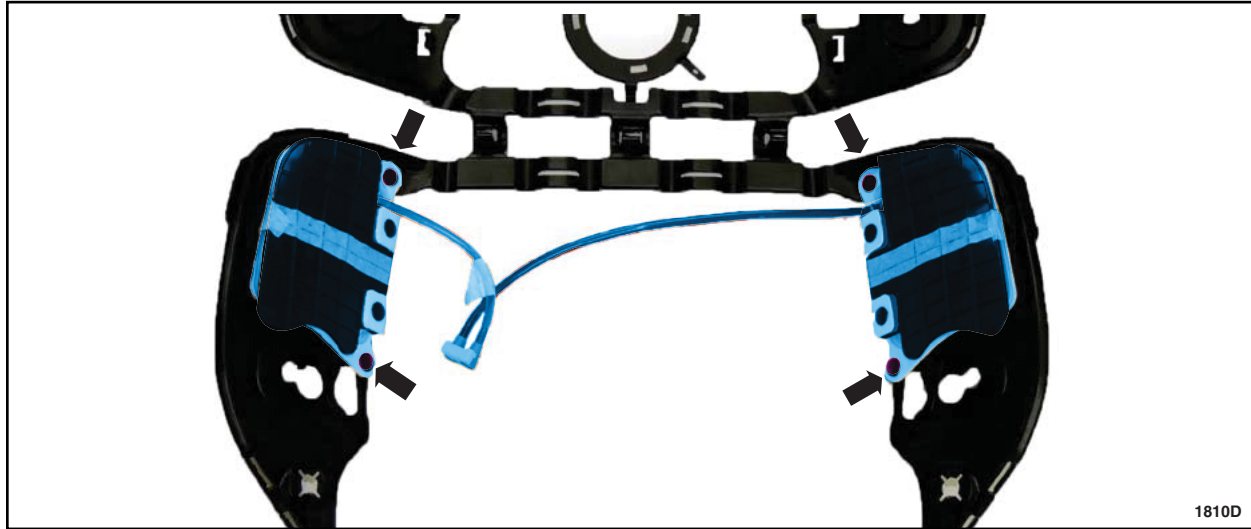


FIGURE 4

6. Reverse the removal procedure using the *new* bolster to reassemble the front seat backrest cover assembly.

NOTE: Prior to installation of the hose and lock assemblies, verify the black O-ring and white spacer remains with each hose. The black O-rings are installed first, then the white spacers lock them in.

NOTE: When connecting the hose and lock assemblies, an audible click must be heard for correct installation.

