



TECHNICAL SERVICE BULLETIN

Water Entering Right Front Footwell Through HVAC Fresh Air Inlet

19-2084
19 March 2019

Model:

Lincoln 2017-2019 Continental

Issue: Some 2017-2019 Continental vehicles may exhibit water entering the right front footwell through the heating, ventilation and air conditioning (HVAC) fresh air inlet. This may be due to water leaking through the seam between the windshield and the cowl panel grille. To correct the condition, add sealant to this seam.

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- 2017-2019 Continental
- Water entering the right front footwell through the HVAC fresh air inlet

Parts

Part Number	Description	Quantity
TA-2-B	Motorcraft® Seam Sealer	1

Warranty Status: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2017-2019 Continental: Apply Seam Sealer To The Base Of The Windshield, Includes Time To Remove And Install Cowl Panel Grille (Do Not Use With Any Other Labor Operations Outside This Article)	192084A	0.5 Hrs.
2017-2019 Continental: Additional Time To Dry Wet Carpet As Needed (Do Not Use With Any Other Labor Operations Outside This Article)	MT192084	Actual Time

Repair/Claim Coding

Causal Part:	54018A16
Condition Code:	07

Tool List

Drive	Tool Name
3/8"	Ratchet
3/8"	Torque wrench
3/8"	Power tool
3/8"	15 mm deep socket

Drive	Tool Name
3/8"	15 mm swivel socket
	Side cut pliers
	Small flat blade screwdriver
	Two-jaw puller
	Plastic trim tool
	Caulk gun

Service Procedure

1. Remove the cowl panel grille. Refer to Workshop Manual (WSM), Section 501-02.
2. Apply a bead of Motorcraft® Seam Sealer or equivalent, approximately 1.5 mm (0.059 in) wide, to the lip at the base of the windshield where the rear edge of the cowl panel grille seats. This bead should run from the locating notch at the center of the windshield along the right half of the windshield, continuing through to the end of where the windshield and the cowl panel grille meet. (Figures 1-2)

Figure 1

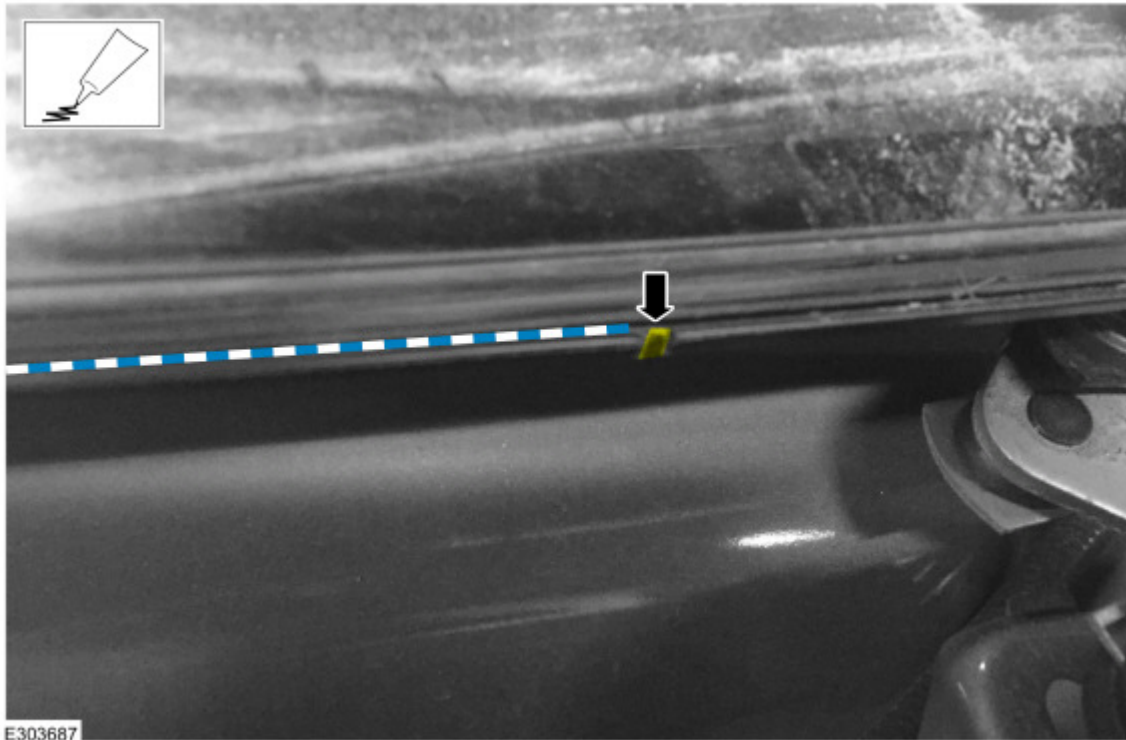
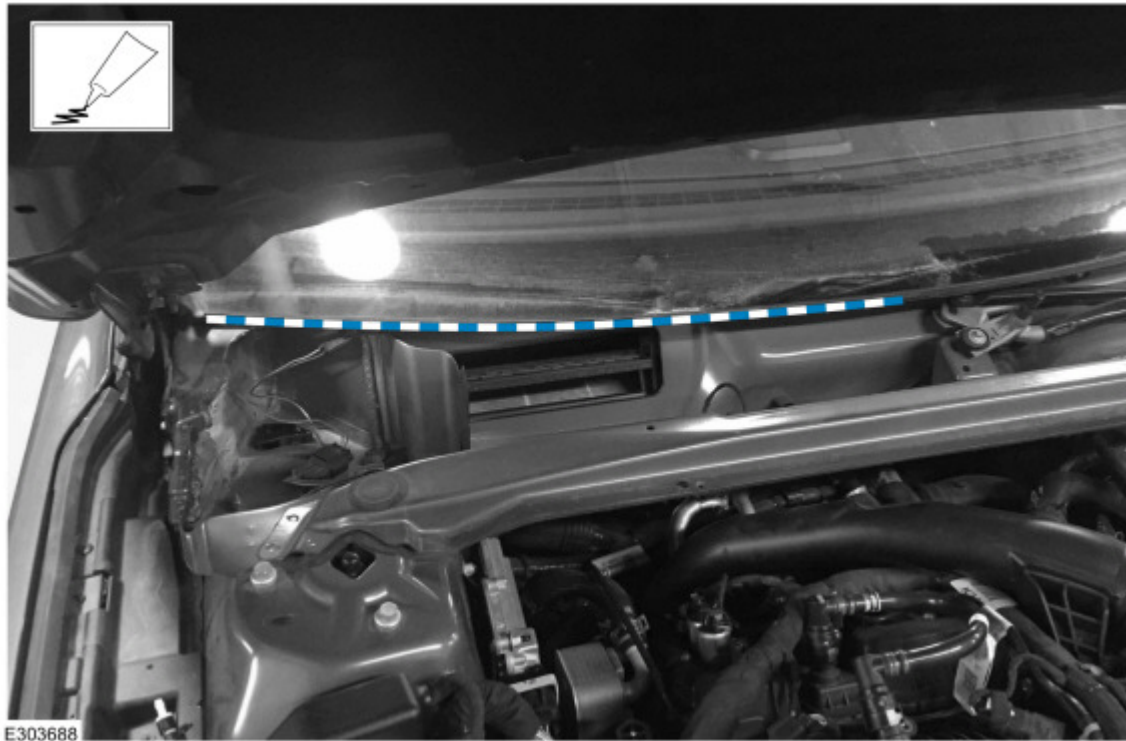


Figure 2



3. Install the cowl panel grille. Refer to WSM, Section 501-02.

(1). Remove any excess Motorcraft® Seam Sealer or equivalent from the cowl panel grille and windshield.

4. If water has entered the interior of the vehicle, dry the interior as necessary.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.