



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

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

December 12, 2019

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

**SUBJECT: Customer Satisfaction Program 19N09**

Certain 2011-2014 Model Year Edge and MKX and 2013-2014 Model Year Explorer, Flex, and MKT Vehicles  
Left Front Door Latch Extended Coverage

**PROGRAM TERMS**

This program extends the warranty coverage of the driver side door latch to 7 years of service or 84,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits listed above but has fewer than 120,000 miles, the vehicle will receive extended warranty coverage lasting through July 31, 2020. Coverage is automatically transferred to subsequent owners.

**VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
Edge	2011-2014	Oakville	March 10, 2010 through July 31, 2013
MKX			March 11, 2012 through July 31, 2013
Explorer	2013-2014	Chicago	August 1, 2012 through July 31, 2013
Flex		Oakville	March 1, 2012 through July 31, 2013
MKT			

Affected vehicles are identified in OASIS.

**REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE**

In some of the affected vehicles, the door ajar switch in the left front door latch may not operate properly. Although the door is closed and remains fully latched, the dome light and/or door ajar message may remain illuminated and the doors may not lock.

**SERVICE ACTION**

If an affected vehicle exhibits this condition, dealers are to replace the left front door latch. This service must be performed at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of January 13, 2019. Dealers should repair any affected vehicle that exhibits door ajar symptoms, whether or not the customer has received a letter.

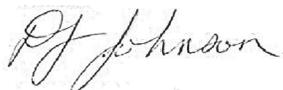
**ATTACHMENTS**

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

**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 black ink, appearing to read "D. Johnson". The signature is written in a cursive style with a large initial "D".

David J. Johnson

**Customer Satisfaction Program 19N09**  
Certain 2011-2014 Model Year Edge and MKX and  
2013-2014 Model Year Explorer, Flex, and MKT Vehicles  
Left Front Door Latch Extended Coverage

**OASIS ACTIVATION**

OASIS will be activated on December 12, 2019.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will not be activated for this service action.

**SOLD VEHICLES**

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of used vehicle inventory.

**TITLE BRANDED / SALVAGED VEHICLES**

Title branded, salvaged vehicles and vehicles with cancelled warranty coverage are eligible for this program, as indicated by one of the following OASIS Warranty Cancellation Messages only:

- SCRAPPED UNIT – ALL WARRANTY CANCELLED – TOTAL INCLUDING EMISSIONS
- ALL WARRANTY CANCELLED INCLUDING EMISSIONS

**OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed after the expiration of the new vehicle limited warranty period but within 7 years of service from the original warranty start date or 84,000 total vehicle miles. All refunds will be provided until July 31, 2020.
- 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 replacement of the left front door latch related to door ajar symptoms.

**RENTAL VEHICLES**

The use of rental vehicles is 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 / General Information & Special Circumstances for FSA's / Related Damage.
- 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.

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**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 19N09 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.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 19N09                      - 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
Edge - Replace left front door latch	19N09B	1.2 Hours
Explorer - Replace left front door latch	19N09C	0.8 Hours
Flex - Replace left front door latch	19N09D	0.9 Hours
MKT - Replace left front door latch	19N09E	0.8 Hours
MKX - Replace left front door latch	19N09F	1.3 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION****2011-2014 Edge and MKX**

Part Number	Description	Order Quantity	Claim Quantity
BT4Z-78264A27-B	Front Left Door Latch Assembly	1	1

**2013-2014 Flex and MKT**

Part Number	Description	Order Quantity	Claim Quantity
DE9Z-74264A27-C	Front Left Door Latch Assembly	1	1

**2013-2014 Explorer**

Part Number	Description	Order Quantity	Claim Quantity
DG1Z-5421813-B	Front Left Door Latch Assembly	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 2011-2014 MODEL YEAR EDGE AND MKX AND 2013-2014 MODEL YEAR EXPLORER, FLEX, AND MKT VEHICLES — LEFT FRONT DOOR LATCH EXTENDED COVERAGE**

### **OVERVIEW**

In some of the affected vehicles, the door ajar switch in the left front door latch may not operate properly. Although the door is closed and remains fully latched, the dome light and/or door ajar message may remain illuminated and the doors may not lock. If an affected vehicle exhibits this condition, dealers are to replace the left front door latch. This service must be performed at no charge to the vehicle owner.

### **SERVICE PROCEDURE**

1. Replace the drivers side front door latch. Refer to Workshop Manual (WSM) section 501-14.





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

Customer Satisfaction Program 19N09

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

January 2020

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

For your peace of mind, Ford Motor Company is extending the warranty coverage on the front driver side door latch in the event that your vehicle exhibits illuminated dome lights and/or door ajar messages when doors are closed and fully latched.

**What is the effect?**

This increases the front driver side door latch warranty coverage to a total of 7 years or 84,000 miles from the warranty start date, whichever occurs first. If your vehicle has already exceeded either time or mileage limits listed above, but has fewer than 120,000 miles, you will receive warranty coverage through July 2020. Coverage is automatically transferred to subsequent owners.

**What will Ford and your dealer do?**

If your vehicle's front driver side door latch requires replacement and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the front driver side door latch free of charge (parts and labor). This is a one-time repair program.

**How long will it take?**

If the component mentioned above requires replacement, the time needed for this repair is less than one half-day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?**

You do not need to return to your dealer for this repair unless you experience door ajar symptoms. Please keep this letter as a reminder of the extended warranty coverage for your front driver side door latch. If the front driver side door latch requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a

service appointment for Customer Satisfaction Program 19N09. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**Have you previously paid for this repair?**

If you paid to have this service done after the expiration of the new vehicle limited warranty period but within 7 years of service from the original warranty start date or 84,000 total vehicle miles, you may be eligible for a refund even if you do not currently own the vehicle. Refunds will only be provided for the cost associated with replacement of the front driver side door latch related to door ajar symptoms. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before July 2020. To avoid delays, do not send receipts to Ford Motor Company.

**What if you no longer own this vehicle?**

If you no longer own this vehicle and did not pay for repairs related to front driver side door latch replacement due to door ajar symptoms, no action is required. If you did pay for repairs, you may be eligible for reimbursement as indicated previously. You received this notice because our records indicate that you currently own or have previously owned a vehicle affected by this Customer Satisfaction Program.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).

For the hearing-impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.fleet.ford.com](http://www.fleet.ford.com).

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division



## THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

Customer Satisfaction Program 19N09

January 2020

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At the Lincoln Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

For your peace of mind, the Lincoln Motor Company is extending the warranty coverage on the front driver side door latch in the event that your vehicle exhibits illuminated dome lights and/or door ajar messages when doors are closed and fully latched.

**What is the effect?**

This increases the front driver side door latch warranty coverage to a total of 7 years or 84,000 miles from the warranty start date, whichever occurs first. If your vehicle has already exceeded either time or mileage limits listed above but has fewer than 120,000 miles, you will receive warranty coverage through July 2020. Coverage is automatically transferred to subsequent owners.

**What will Lincoln and your dealer do?**

If your vehicle's front driver side door latch requires replacement due to illuminated dome lights and/or door ajar messages when doors are closed and fully latched and your vehicle is within the indicated time/mileage limitations, the Lincoln Motor Company has authorized your dealer to replace the front driver side door latch free of charge (parts and labor). This is a one-time repair program.

**How long will it take?**

If the component mentioned above requires replacement, the time needed for this repair is less than one half-day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair.

**What should you do?**

You do not need to return to your dealer for this repair unless you have experience door ajar symptoms. Please keep this letter as a reminder of the extended warranty coverage for your front driver side door latch. If the front driver side door latch requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 19N09. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access [www.Lincolnowner.com](http://www.Lincolnowner.com) for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln Way: Lincoln Owner App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**Have you previously paid for this repair?**

If you paid to have this service done after the expiration of the new vehicle limited warranty period but within 7 years of service from the original warranty start date or 84,000 total vehicle miles, you may be eligible for a refund even if you do not currently own the vehicle. Refunds will only be provided for the cost associated with replacement of the front driver side door latch related to door ajar symptoms. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before July 2020. To avoid delays, do not send receipts to the Lincoln Motor Company.

**What if you no longer own this vehicle?**

If you no longer own this vehicle and did not pay for repairs related to front driver side door latch replacement due to door ajar symptoms, no action is required. If you did pay for repairs, you may be eligible for reimbursement as indicated previously. You received this notice because our records indicate that you currently own or have previously owned a vehicle affected by this Customer Satisfaction Program.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.  
**RETAIL OWNERS:** If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.Lincolnowner.com](http://www.Lincolnowner.com).  
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Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

As part of the Lincoln community, we appreciate your attention to this important matter and your continued loyalty.

The Lincoln Motor Company