



TECHNICAL SERVICE BULLETIN

Front Seat(s) Outside Bolster Loose Or Separating From The Seat Frame - Built On Or Before 22-Sep-2017

22-2480

21 December
2022

This bulletin supersedes 17-2203.

Model:

Lincoln 2017-2018 Continental	Built on or before 22-Sep-2017
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Summary

This article supersedes TSB 17-2203 to update the vehicle model years, Service Procedure, and Part List.

Issue: Some 2017-2018 Continental vehicles built on or before 22-Sep-2017 may exhibit one or both front seats with an outside bolster that is loose or separating from the seat frame.

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

- 2017-2018 Continental
- Built on or before 22-Sep-2017
- Outside bolster loose or separating from the seat frame

Parts

Service Part Number	Quantity	Description
GD9Z-9660081-BC	1	Seat Back Pad Support
GD9Z-14D696-U	1	Heating Element (Non-Black Label)
GD9Z-14D696-S	1	Heating Element (Black Label)
GD9Z-9664811-J	1	Seat Back Pad (Only Heated Seats)
GD9Z-54632A22-Q	1	Seat Back Pad (24-Way Seat Non-Black Label)
GD9Z-54632A22-R	1	Seat Back Pad (24-Way Seat And Black Label)
GD9Z-54632A22-S	1	Seat Back Pad (30-Way Seat Non-Black Label)
GD9Z-54632A22-T	1	Seat Back Pad (30-Way Seat And Black Label)

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2017-2018 Continental: Replace One (1) Front Seat Back Carrier And Seat Back Foam And Heating Element If Required (Do Not Use With Any Other Labor Operations)	222480A	0.7 Hrs.
2017-2018 Continental: Replace Both (2) Front Seat Back Carrier And Seat Back Foam And Heating Elements If Required (Do Not Use With Any Other Labor Operations)	222480B	1.2 Hrs.

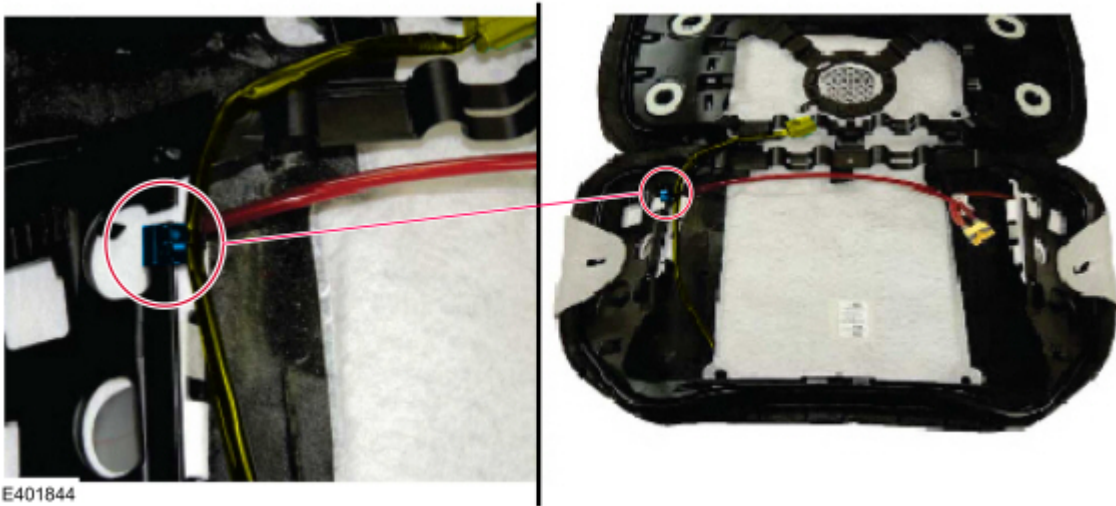
Repair/Claim Coding

Causal Part:	9660081
Condition Code:	01

Service Procedure

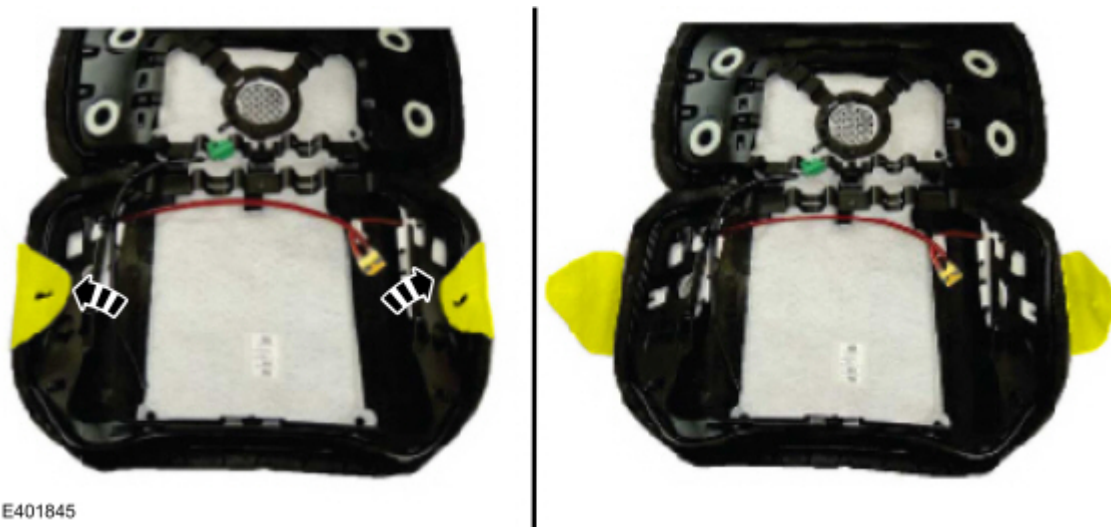
1. On the affected seat(s) remove the front seat backrest cover assembly. Refer to Workshop Manual (WSM), Section 501-10.
2. Release the front seat backrest heater mat wiring retainer from the backrest assembly. (Figure 1)

Figure 1



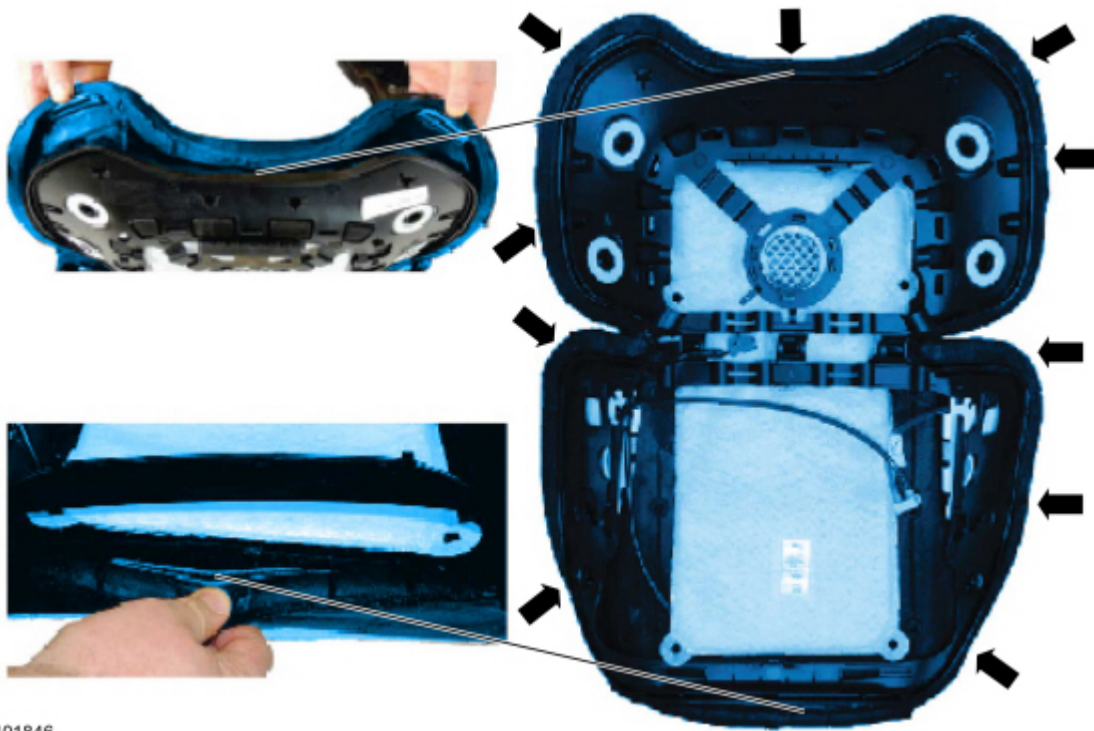
3. Release the heater mat fabric wrap around extensions and position aside. (Figure 2)

Figure 2



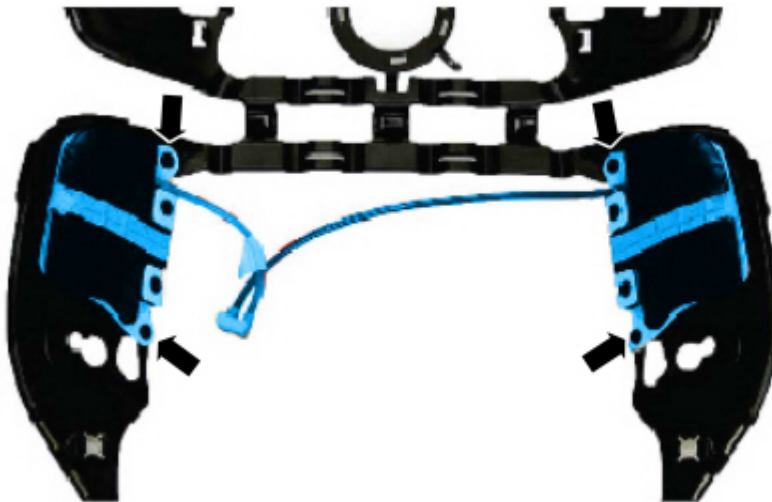
4. Release the hook and loop strips and separate the seat backrest foam from the seat backrest bolster. (Figure 3)

Figure 3



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5. Release the pin-type retainers and remove both multi-contour bladders from the driver seat bolster. (Figure 4)
- Figure 4



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6. Discard the driver seat back foam and seat back bolster.
7. Install the new driver side heater mat. Refer to WSM, Section 501-10A, General Procedures.
8. Reverse the removal procedure using the new bolster and seat back foam to reassemble the driver 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.

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.