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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice - Supplement #1 Safety Recall 19S03**  
Certain 2017 through 2019 Model Year Continental  
Door Latch Replacement

**New! REASON FOR THIS SUPPLEMENT**

- *Lincoln loaner vehicles have been approved for this program*
  - *Claiming instructions for Lincoln loaner vehicles will be available in a future supplement*

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Continental	2017- 2019	Flatrock	November 30, 2015 through November 14, 2018

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the electronic door latch pawl motor may become inoperative and result in a door not being able to close. This will set a door ajar warning in the message center and illuminate the door ajar symbol in the instrument panel cluster.

In some cases, if the customer is able to close the door with an intermittently operative latch, the latch pawl may not fully engage, and the door ajar warnings will remain on. A latch pawl that is not fully engaged increases the potential for the door to open while driving, and the risk of injury.

**SERVICE ACTION**

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers when parts ordering information and repair instructions will be available to support this safety recall.

**IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.**

Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Until parts to complete the recall are available, owners can continue to safely drive their vehicles, if persistent door ajar lights or faults are not present. Refer to the Client Information Sheet.

## **New! LINCOLN LOANER VEHICLES**

*For sold client vehicles, Lincoln loaner vehicles have been approved for this program for up to \$45 per day, if the vehicle exhibits any of the following symptoms while waiting for parts to repair:*

- Door will not close*
- Door ajar light illuminated*
- Door ajar or fault warnings displayed in the instrument cluster message center*

*Contact the SSSC via the SSSC Web Contact Site for approval code.*

***NOTE:*** *Lincoln loaner vehicles will not be approved under this program for vehicles not exhibiting the above symptoms, these vehicles can continue to be driven safely, refer to the Client Information Sheet.*

## **CUSTOMER NOTIFICATION**

Owners of record will be notified via first-class mail by the week of April 1, 2019 advising of the safety recall and parts availability status.

### **PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.**

## **New! ATTACHMENTS**

*Attachment 1: Client Information Sheet*

## **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

## Door Ajar Warning Indicator and Door Fault Information Messages Safety Recall 19S03 Client Information Sheet

The Lincoln Motor Company has not issued instructions to stop driving vehicles affected by Safety Recall 19S03. Owners or rental company customers can continue to safely drive affected vehicles if they follow the instructions and warnings contained in this client information sheet.

If your vehicle **exhibits** symptoms of a door will not close, the door ajar indicator lamp illuminating on the instrument cluster, or a door ajar or fault warning displayed in the instrument cluster message center as outlined below, **contact your authorized dealer or rental vehicle provider for service immediately.**

If your vehicle **does not exhibit** these symptoms, it may be safely driven.

### Instrument Cluster Warning Indicator Lamp

#### Door Ajar



Displays when the ignition is on and any door is not completely closed. Also displays when there is a lack of battery power to the electronic door system. **If this displays with all doors closed or if any door will not close, contact your authorized dealer or rental vehicle provider for service immediately.**

### Information Messages

#### Door Ajar

X Door Ajar

Displays when the door listed is not completely closed. **If this message is displayed when the listed door is closed, contact your authorized dealer or rental vehicle provider for service immediately.**

**Note:** X will display as the appropriate door (left front, right front, left rear, or right rear)

#### Door Fault

Driver Door Fault  
Use Inside  
Override Lever In  
Map Pocket

Indicates a driver door fault that requires manually opening the door by the override lever. **If this message is displayed, contact your authorized dealer or rental vehicle provider for service immediately.**

Door Fault  
Service Required

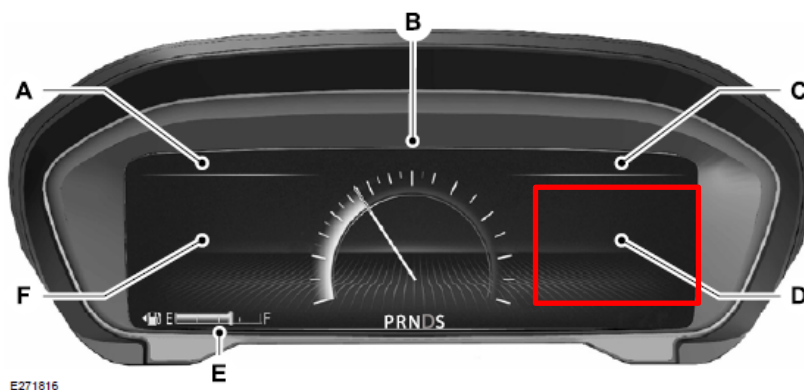
Indicates a fault with the electronic door system. **If this message is displayed, contact your authorized dealer or rental vehicle provider for service immediately.**

## Door Ajar Warning Indicator and Door Fault Information Messages Safety Recall 19S03 Client Information Sheet

### Warning Indicator Lamp and Information Message Location

Both the Instrument Cluster Door Ajar Warning Indicator Lamp and the Door Ajar and Door Fault Information Messages will display on the right side area of the instrument cluster (see illustration below).

#### GAUGES



- A Audio Status Bar.
- B Speedometer.
- C Time and Temperature Status Bar.
- D Right Information Group.

- E Fuel Gauge.
  - F Left Information Group.
- Audio Status Bar**  
Displays information related to the current audio source.

- Time and Temperature Status Bar**  
Displays time, temperature and navigation related information.