



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

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

February 12, 2019

TO: All U.S. Ford and Lincoln Dealers

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

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.

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.

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", written in a cursive style.

David J. Johnson