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TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **NEW VEHICLE DELIVERY HOLD**
Safety Recall 19S03 – Supplement #2
 Certain 2017 - 2019 Model Year Continental
 Door Latch Replacement

New! REASON FOR THIS SUPPLEMENT

- *Demonstration Hold has been removed – New Vehicle Delivery Hold remains*
- *Demonstration guidelines provided in Service Action*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Continental	2017-2019	Flat Rock	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 client 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.

New! SERVICE ACTION

Before **delivering** any new in-stock vehicles involved in this recall, dealers are to replace the door latches on all four doors using the door latch kit. This service must be performed on all affected vehicles at no charge to the vehicle owner.

When demonstrating vehicle please reference Client Information Sheet Attachment IV. Ensure any applicable door ajar or fault warning messages or indicators are not present prior to demonstration.

NOTE: At this time, parts are not available to repair all vehicles. Until parts are available to repair all vehicles, dealers may submit an approval request to the SSSC to authorize repairs on client-owned vehicles exhibiting door latch concerns and vehicles with a signed sales contract.

OWNER NOTIFICATION MAILING SCHEDULE

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. Owner letters were mailed the week of April 1, 2019 advising owners that parts are not currently available to repair vehicles. When parts become available in larger quantities, owners of affected vehicles will be notified in several phased mailings expected to

begin by late 3rd quarter. Dealers should repair any vehicles exhibiting this condition that arrive at their dealerships, whether or not the client has received a letter.

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 before delivery.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Client Information Sheet
Owner Notification Letters
Recall Reimbursement Plan

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 dark ink, appearing to read "D. Johnson", written in a cursive style.

David J. Johnson

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OASIS ACTIVATION

OASIS was activated on February 12, 2019

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on February 12, 2019. Owner names and addresses will be available once parts are available to repair all vehicles.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Lincoln (or Ford Motor Company) has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles, if door ajar lights or faults are not present after closing the door. Refer to the Client Information Sheet Attachment IV.
- When parts are available to repair all vehicles, immediately contact any of your affected clients whose vehicles are not on your VIN list but are identified in OASIS. Give the client a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of client vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery once seed stock is available.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. However, affected LRAC/LCTP Continental units are safe to operate and can remain in service as a loaner vehicle; as long as the vehicle is not exhibiting 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. Please consult your legal counsel for legal advice.

- For each affected Continental LRAC/LCTP provided as a loaner, dealers should provide the client a copy of the Client Information Sheet, Attachment IV.
- Per program guidelines, any vehicle with an open recall will not be accepted into any LRAC or LCTP program.

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TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

OWNER REFUNDS

This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.

- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. 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 door latch replacement.

LINCOLN LOANER VEHICLES

Effective with repairs dated on or after June 3, 2019, Dealers are pre-approved for up to 4 days for a comparable loaner vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Loaners will only be reimbursed for the days the vehicle is at the dealership for part replacement. Prior approval for more than 4 loaner days is required from the SSSC via the SSSC Web Contact Site.

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC07122, 2019 Lincoln Pickup & Delivery Updates. Claim the difference of pre-approved days, or any additional rental days approved by the SSSC as instructed.

LINCOLN CLIENT SPECIAL HANDLING

To ensure the best possible experience for Lincoln owners, Lincoln Dealers are encouraged to utilize the Lincoln Loyalty Program to provide clients with surprise and delight offerings, such as:

- Fuel fill
- Gift Card for the client's favorite restaurant

The Lincoln Loyalty Program is exclusive to Lincoln Dealers. Owners will not be notified of this service in owner mailings. Reference EFC07126, Lincoln Loyalty Program Announcement for additional details.

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Safety Recall 19S03 – Supplement #2
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Door Latch Replacement

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 within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Lincoln vehicles – 4 years or 50,000 miles
- 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.

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 19S03 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.

- **Rentals (for repair orders opened on or after June 1, 2019) :** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL on same line as repair.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 19S03 - 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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Safety Recall 19S03 – Supplement #2
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Door Latch Replacement

- **Lincoln Loaner:** Applicable only to long term loaner vehicles that were approved by SSSC when parts were not available to repair vehicle, but have not yet had claim submitted.
 - Rental expenses must be claimed under Lincoln loaner program number 19A01. Enter the total amount of the rental expense under Misc. Expense Code RENTAL.
- **Lincoln Pickup & Delivery:** Claims for Lincoln Pickup & Delivery with a Lincoln loaner (up to 2 days) should be submitted on a separate line from the FSA. Refer to EFC07122, 2019 Lincoln Pickup & Delivery Updates for details.
 - Any additional loaner days outside Lincoln Pickup & Delivery, either pre-approved or approved by the SSSC, should be claimed on a separate line with the approval code for the approved days.
- **Lincoln Client Special Handling:** Reference EFC07126, Lincoln Loyalty Program Announcement for Requirements and Claiming Instructions. Claims for Lincoln Loyalty should be submitted as a separate line on the same Repair Order.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace all four door latches.	19S03B	2.3 Hours
Replace all four door latches. (equipped with power door cinch closing)	19S03C	2.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

Parts are currently not available to repair all vehicles. Until parts are available to repair all vehicles, dealers may submit an approval request to the SSSC to authorize repairs on client-owned vehicles exhibiting door latch concerns and vehicles with a signed sales contract.

To place an order for door latch kit submit a VIN-specific Part Order contact via the SSSC Web Contact Site. Part Order contacts should include images of VIN and mileage for client owned vehicles or an image of signed sales contract on sold vehicles.

Part Number	Description	Order Quantity	Claim Quantity
GD9Z-54264A26-BA	Door latch kit	1	1
GD9Z-54264A26-CA	Door latch kit (equipped with power door cinch closing)	1	1

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

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 2017 – 2019 MODEL YEAR CONTINENTAL VEHICLES — DOOR LATCH REPLACEMENT

OVERVIEW

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. Before delivering any new in-stock vehicles involved in this recall, dealers are to replace the door latch on all four doors.

SERVICE PROCEDURE

Recommended Tool List For Replacement:

General Tools	General Equipment
1/4" Drive Electric Power Tool	Light
1/4" Drive Ratchet	
1/4" Drive 7mm and 10mm Regular Socket	
1/4" Drive 8mm Deep Socket	
1/4" Drive 6 inch Extension	
1/4" Drive Torque Wrench	
Long Trim Tool	
Small Trim Tool	

1. Replace the driver and passenger front door latches. Please follow the Workshop Manual (WSM) Procedures in Section 501-14.
2. Replace the driver and passenger rear door latches. Please follow the WSM Procedures in Section 501-14.

NOTE: Verify proper lock function after the vehicle repairs. Power Door Window Initialization should be performed following WSM Procedures in Section 501-11, verify the one-touch function is working correctly on the power windows.



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 related to door latch replacement. 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** any of 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 you see this warning displayed, with all doors closed or a door that will not close, contact your authorized dealer or rental vehicle provider for service immediately.**

Information Messages

Door Ajar

Driver 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: The door that is ajar will display (Driver Door, Passenger Door, Rear Left Door, Rear Right Door)

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

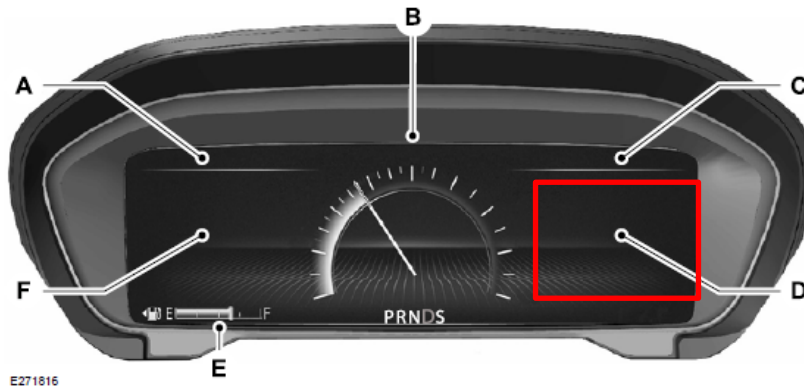
Indicates a fault with the electronic door system. **If this message is displayed, contact your authorized dealer or rental vehicle provider for service immediately.**

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.

Ford Motor Company
Recall Reimbursement Plan for 19S03

Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.

Regarding the specific reimbursement plan for Recall # 19S03, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to April 19, 2019. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in February 2015. The following is the text of that letter and the Plan:

General Recall Reimbursement Plan
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2015 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company
P.O. Box 6251
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall, and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.