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June 3, 2019

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

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

**New! REASON FOR THIS SUPPLEMENT**

- *Vehicles with a Signed Sales Contract can now order parts through SSSC.*
- *Updated timing for Owner Letter mailing.*
- *New Lincoln Loaner information.*

**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 demonstrating or 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.

***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,



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.

**New! 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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**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.

**New! 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 3, 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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- **New! 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

**New! 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.