



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

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

August 12, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 22N03**
Certain 2017-2018 Model Year Continental Vehicles
Driver's Seat Back Carrier Replacement

REF: **TSB 17-2203**
Front Seat(s) Outside Bolster Loose Or Separating From The Seat Frame - Built On
Or Before 22-Sep-2017
Dated: October 11, 2017

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) to the driver's front seatback bolster and seat back foam for 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will last through August 31, 2023.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Continental	2017-2018	Flatrock	November 30, 2015 through February 21, 2018

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

In some of the affected vehicles, the front driver seat back bolster may crack, resulting in a loose outboard bolster and/or a gap between the foam trim and surrounding plastic. Continued seat use after the seat back bolster is cracked, may result in seat back foam deterioration. Once the bolster is cracked, there is a lack of support on the seat back, and deterioration of the foam may allow the seat heater mat coils to bunch and/or overlap in the mat causing a localized overheat condition.

SERVICE ACTION

If an affected vehicle exhibits a broken seat back bolster, dealers are to replace the driver's seat back carrier and seat back foam. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of August 29, 2022. Dealers should repair any affected vehicles that experience a broken seat back bolster, whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter

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 System (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 that reads "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson

Customer Satisfaction Program 22N03
Certain 2017-2018 Model Year Continental Vehicles
Driver's Seat Back Carrier Replacement

OASIS ACTIVATION

OASIS will be activated on August 12, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Vehicles with cancelled warranties are not eligible for this service action.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires February 28, 2023.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. 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 driver's seat back carrier replacement or performing TSB 17-2203.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

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 EFC09879, 2022 Lincoln Pickup & Delivery Updates.

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

Customer Satisfaction Program 22N03
Certain 2017-2018 Model Year Continental Vehicles
Driver's Seat Back Carrier Replacement

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS) (CONTINUED)

- 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

- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 22N03 if vehicle is still within time and mileage limits.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action. The FSA number 22N03 is the sub code.
 - Customer Concern Code (CCC): S56
 - Condition Code (CC): 42
 - Causal Part Number: 54632A22
 - Part Quantity: 0
 - 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.
- **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 EFC09879, 2022 Lincoln Pickup & Delivery Updates for details.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22N03
 - 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.

Customer Satisfaction Program 22N03
 Certain 2017-2018 Model Year Continental Vehicles
 Driver's Seat Back Carrier Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace driver's seat back carrier and seat back foam (including heater element)	22N03B	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
Parts required if the vehicle has heated ONLY seats			
GD9Z-9660081-BC	Seat Back Pad Support	1	1
GD9Z-9664811-J	Seat Back Pad	1	1
Parts required if the vehicle has 24-way seats			
GD9Z-9660081-BC	Seat Back Pad Support	1	1
GD9Z-54632A22-Q	Seat Back Pad	1	1
Parts required if the vehicle has 24-way seats and is a Black Label model			
GD9Z-9660081-BC	Seat Back Pad Support	1	1
GD9Z-54632A22-R	Seat Back Pad (less heating element)	1	1
GD9Z-14D696-S	Heating Element for GD9Z-54632A22-R	1	1
Parts required if the vehicle has 30-way seats			
GD9Z-9660081-BC	Seat Back Pad Support	1	1
GD9Z-54632A22-S	Seat Back Pad	1	1
Parts required if the vehicle has 30-way seats and is a Black Label model			
GD9Z-9660081-BC	Seat Back Pad Support	1	1
GD9Z-54632A22-T	Seat Back Pad	1	1

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

Customer Satisfaction Program 22N03
Certain 2017-2018 Model Year Continental Vehicles
Driver's Seat Back Carrier Replacement

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2017-2018 MODEL YEAR CONTINENTAL VEHICLES — SEAT BACK BOLSTER AND SEAT BACK FOAM REPLACEMENT

SERVICE PROCEDURE

1. Remove the front driver side seat backrest cover. Please follow the procedures in Workshop Manual (WSM) Section 501-10A.
2. Release the front seat backrest heater mat wiring retainer from the backrest assembly. See Figure 1.

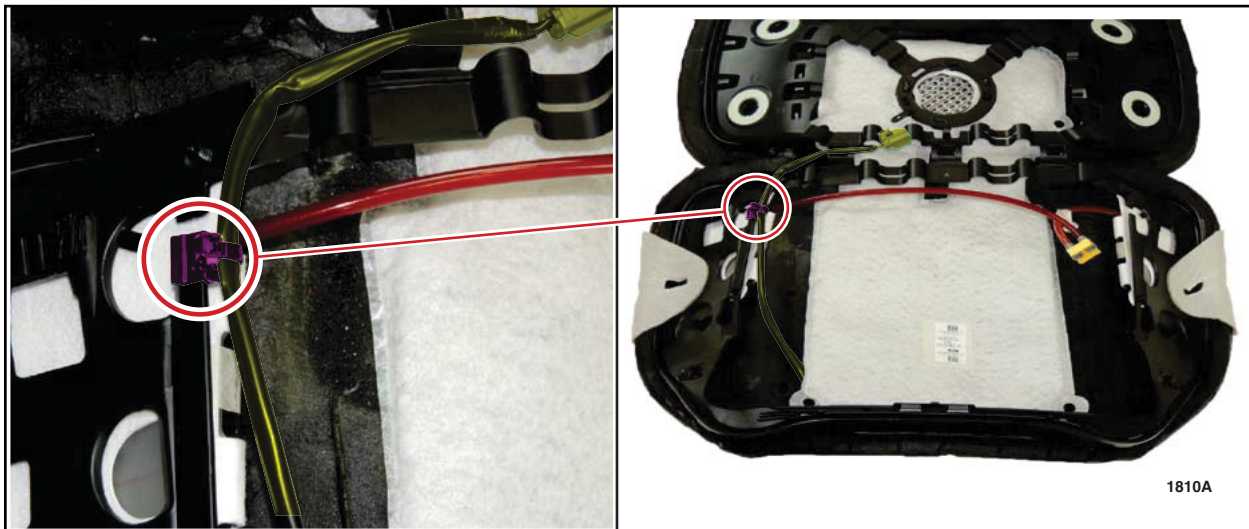


FIGURE 1

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

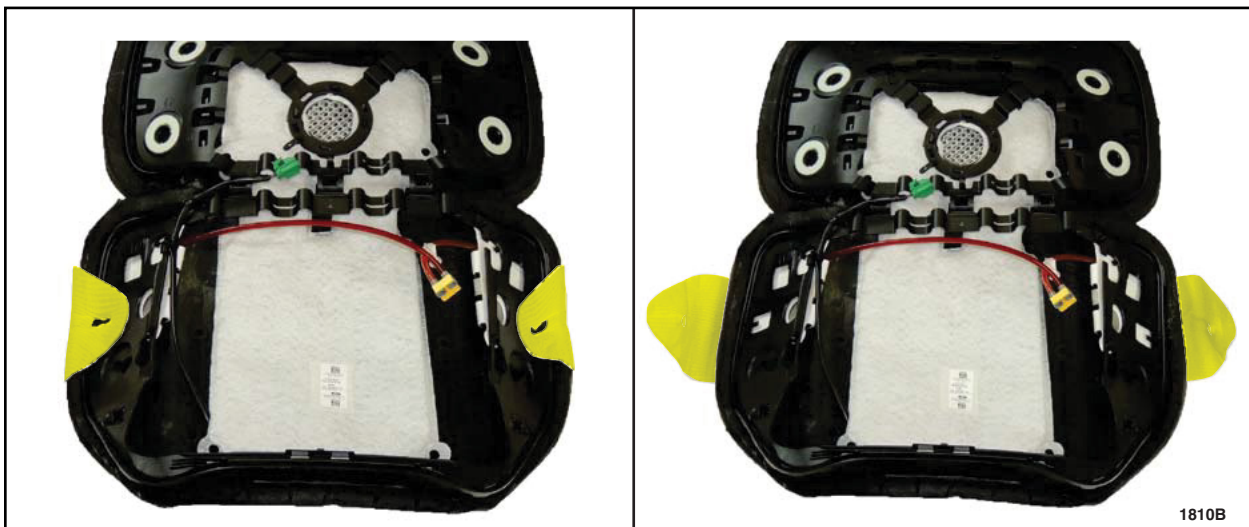


FIGURE 2



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

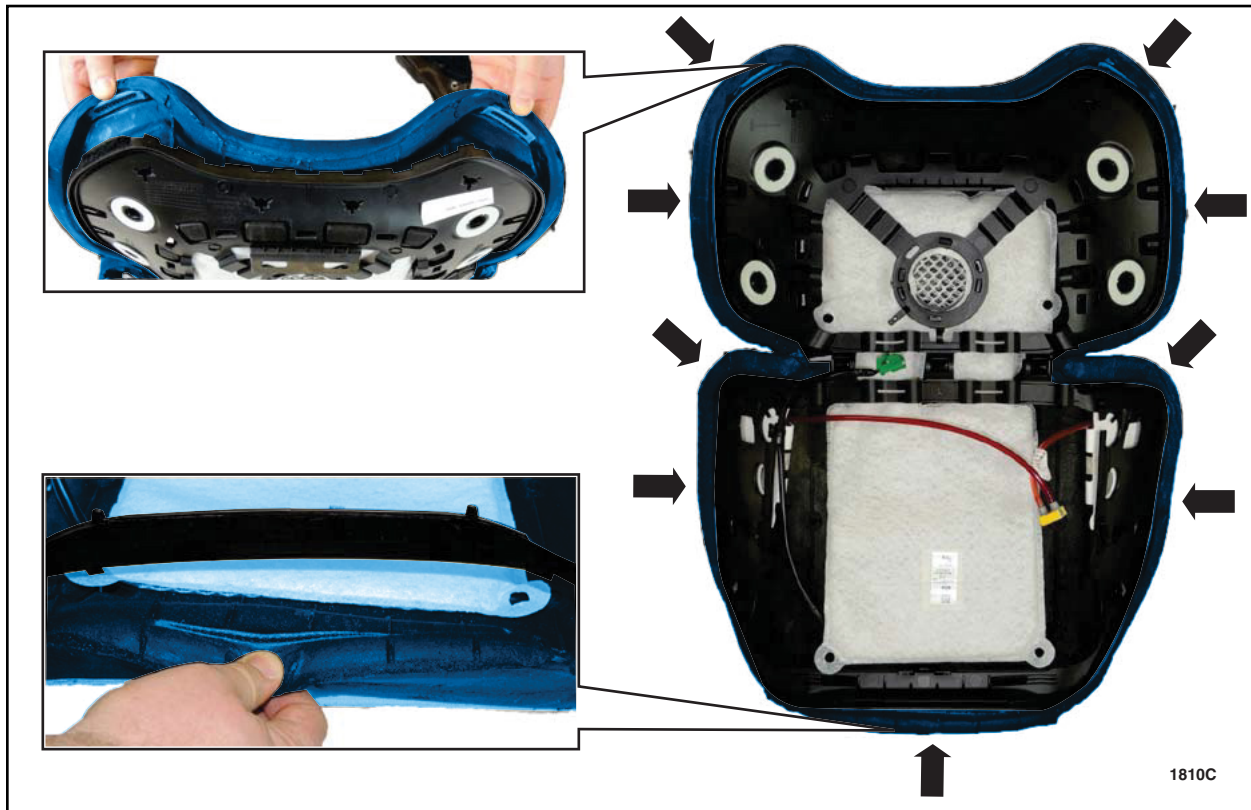


FIGURE 3



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

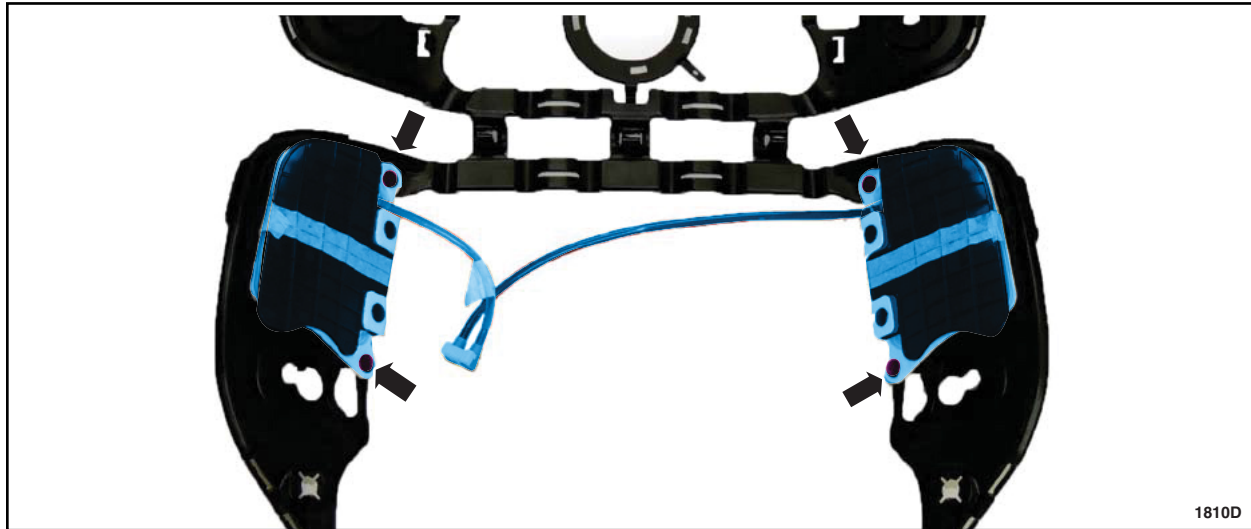


FIGURE 4

6. Discard the driver seat back foam and seat back bolster.

For Black Label Continental with 24-way seats ONLY

7. Install the *new* driver side heater mat. Please follow the WSM procedures in Section 501-10A under General Procedures.

For All Vehicles

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.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

