

**LINCOLN:**

2017 Continental

**ISSUE**

Some 2017 Continental vehicles may exhibit a floor console cup holder door that does not operate.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Visually inspect the floor console cup holder door. Is it damaged or scratched?
  - a. Yes - proceed to Step 9.
  - b. No - proceed to Step 2.
2. Release the right side and left side floor console side trim panel clips. (Figure 1)



Figure 1 - Article 16-0160

3. Release the retaining clips for the rear of the floor console upper section, using a plastic trim tool and move the rear of the console upper section up.
4. Inspect the louver right and left side tracks for the louver out of the track. (Figure 2)

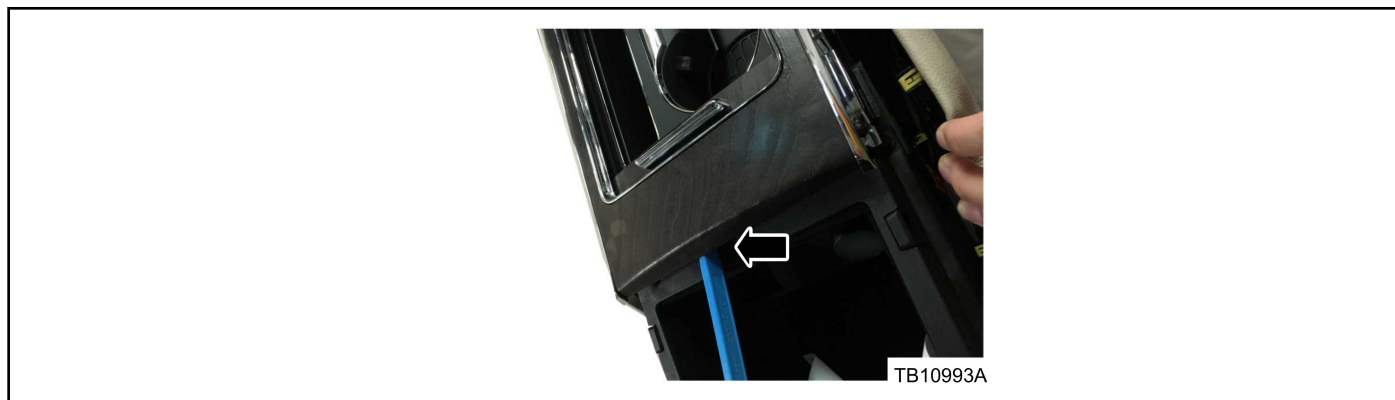


Figure 2 - Article 16-0160

NOTE: The information contained in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

5. Flex the right or left side of the louver track structure to move the louver back into the track. (Figure 3)

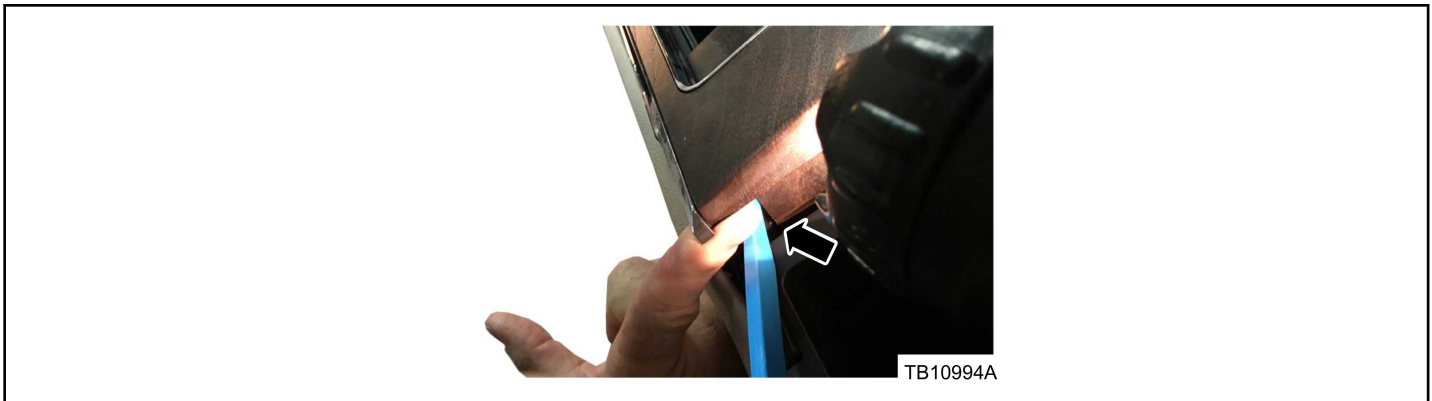


Figure 3 - Article 16-0160

6. Install the floor console rear upper section clips, the right and left side trim panel clips.
7. Operate the floor console cup holder door to verify proper function of the door. Does the floor console cup holder door operate properly?
  - a. Yes - proceed to Step 8.
  - b. No - proceed to Step 9.
8. Inspect floor console cup holder door for damage or scratches. Does the floor console cup holder door have damage or scratches?
  - a. Yes - proceed to Step 9.
  - b. No - repair is complete.
9. Replace the floor console upper section. Refer to Workshop Manual (WSM) Section 415-00. The removal and installation of Compact Disc Player provides the steps necessary for floor console upper section removal and installation. The repair is complete.

PART NUMBER	PART NAME
GD9Z-54044D90-MA	Panel Console Top - Rhapsody In Blue, VP Applique, Single Slot CD Player
GD9Z-54044D90-BA	Panel Console Top - Terra/Ebony, Less Auxiliary CD Player
GD9Z-54044D90-FB	Panel Console Top - Terra/Ebony, Single Slot CD Player
GD9Z-54044D90-CA	Panel Console Top - Cappuccino Interior, Less Auxiliary CD Player
GD9Z-54044D90-GA	Panel Console Top - Cappuccino Interior, Single Slot CD Player
GD9Z-54044D90-DA	Panel Console Top - Jade Gray Interior, Less Auxiliary CD Player
GD9Z-54044D90-HA	Panel Console Top - Jade Gray Interior, Single Slot CD Player
GD9Z-54044D90-KA	Panel Console Top - Destination, VP Applique, Single Slot CD Player
GD9Z-54044D90-LK	Panel Console Top - Thoroughbred, VP Applique, Single Slot CD Player

OPERATION	DESCRIPTION	TIME
160160A	2017 Continental: Visually Inspect And Replace The Floor Console Upper Section (Do Not Use With Any Other Labor Operations)	0.6 Hr.
160160B	2017 Continental: Visually Inspect And Follow Service Procedure To Correct Binding (Do Not Use With Any Other Labor Operations)	0.3 Hr.

**TSB 16-0160 (Continued)**

<b>OPERATION</b>	<b>DESCRIPTION</b>	<b>TIME</b>
160160C	2017 Continental: Visually Inspect And Follow Service Procedure To Correct Binding Damage found Replace The Floor Console Upper Section (Do Not Use With Any Other Labor Operations)	0.7 Hr.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**DEALER CODING**

<b>BASIC PART NO.</b>	<b>CONDITION CODE</b>
54044D90	42