

FORD:

2016 Explorer

LINCOLN:

2016 MKX

ISSUE

Some 2016 Explorer and MKX vehicles built on or before 3/11/2016 may exhibit a memory seat that does not return to the programmed position when pressing the memory seat switch or programmed intelligent access (IA) key; and/or easy entry/exit function that does not return to the previous seat position.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Check the vehicle build date. Was the vehicle built on or before 3/11/2016?
 - a. Yes - proceed to Step 2.
 - b. No - this article does not apply. Refer to Workshop Manual (WSM), Section 501-10 for normal diagnostics.
2. Reprogram the driver seat module (DSM) to the latest calibration using the Integrated Diagnostic System (IDS) version 100.05 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest calibration. Calibration files may also be obtained at www.motorcraftservice.com.
3. Use IDS to perform a DSM reset. Select the following:
 - a. Body
 - b. Service functions
 - c. DSM reset and press the tick mark.
4. Use the IDS to update the as-built data in the DSM. Select the following:
 - a. Module programming and press the tick mark.
 - b. As-built
 - c. DSM and press the tick mark.
 - d. You may see a screen requesting VIN verification. Press the tick mark.
 - e. Verify the VIN is correct by selecting yes.
 - f. Select no if the IDS asks were you sent here for part numbers or from another procedure.
 - g. Automatic and press the tick mark.
 - h. Follow the IDS prompts to complete the procedure.

After completing the procedure, advise the customer their memory seat locations and IA keys with programmed seat locations will need to be reset.

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.

OPERATION	DESCRIPTION	TIME
160090A	2016 Explorer And MKX: Reprogram And Reset The DSM Following The Service Procedure (Do Not Use With Any Other Labor Operations)	0.4 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

BASIC PART NO.	CONDITION CODE
14C708	04