



TECHNICAL SERVICE BULLETIN

Left Rear Seat Backrest Does Not Fold Down When Using The Second Row Seat Control Switch - Built On Or Before 9-Sep-2016

16-2085
02 December 2016

Model:

Lincoln 2016 MKX
Ford 2015-2016 Edge

Issue: Some 2015-2016 Edge and 2016 MKX vehicles built on or before 9-Sep-2016 may exhibit a left side rear seat backrest that will not fold to less than 45 degrees from the floor on its own when unlatching the seat backrest using the second row seat control switch or second row seat backrest recline handle. This is caused by excessive resistance between the rear seat backrest frame and rear seat riser frame.

Action: Follow the Service Procedure steps to correct the condition.

Parts

Part Number	Description	Quantity
W717198-S424	Seat Backrest Frame Bolt	2
W719643-S437M	Seat Backrest Frame Washer	1

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.

Labor Times

Description	Operation No.	Time
2015-2016 Edge, 2016 MKX: Diagnose, Install Backrest Frame Washer And Replace Backrest Frame Bolts (Do Not Use With Any Other Labor Operations)	162085A	1.0
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Repair/Claim Coding

Causal Part:	96613A39
Condition Code:	41

Service Procedure

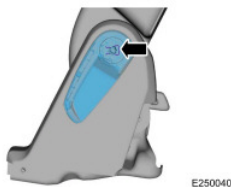
- Move the left side second row seat backrest to the upright position so that it is not reclined.
- Press the left side second row seat control switch or pull the second row seat backrest recline handle. Does the left side second row seat backrest unlatch?
 - Yes - proceed to Step 3.
 - No - this article does not apply. Refer to Workshop Manual (WSM), Section 501-10 for normal diagnostics.
- Once unlatched, does the left side second row seat backrest fold to less than 45 degrees from the floor unassisted from the upright latched position? (Figure 1)
 - Yes - this article does not apply. This is an operating characteristic. No repairs are required.
 - No - proceed to Step 4.

Figure 1



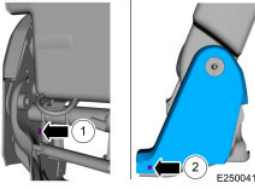
- Check the vehicle build date. Was the vehicle built on or before 9-Sep-2016?
 - Yes - proceed to Step 5.
 - No - this article does not apply. Refer to WSM, Section 501-10 for normal diagnostics.
- Remove the left side second row seat backrest. Refer to WSM, Section 501-10.
- Release the U-clip and remove the backrest recline handle. (Figure 2)

Figure 2



- Remove the outboard side shield. (Figure 3)
 - Remove fastener number 1.
 - Remove fastener number 2.

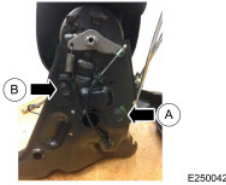
Figure 3



8. Remove and discard the rear outboard seat backrest frame bolt. (Figure 4a)

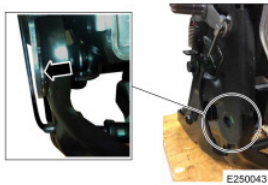
9. Loosen the front outboard seat backrest frame bolt approximately 3 turns until the bolt head lifts off of the seat backrest frame in order to relieve any binding force between the rear seat backrest frame and the rear seat backrest riser frame. (Figure 4b)

Figure 4



10. Install a washer between the outboard seat backrest frame and the rear seat back riser frame where the rear outboard seat backrest frame bolt was removed and install a new bolt in the rear outboard seat backrest frame. Torque: 65 +/-8 Nm (48 lb-ft.) (Figures 4a and 5)

Figure 5



11. Remove and discard the front outboard seat backrest frame bolt and replace with a new bolt. Torque: 65 +/-8 Nm (48 lb-ft.) (Figure 4b)

12. To install, reverse the removal procedure.

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