



TECHNICAL SERVICE BULLETIN

Unintended Exterior Mirror Movement In Wet Weather Conditions - Moisture In Exterior Mirror Connector

17-2225

08 November
2017

This bulletin supersedes 17-2057. Reason for update: Concern Carryover to New Model

Model:

| |
|---------------------------------|
| Ford 2013-2014 Fusion |
| Lincoln 2013-2018 MKZ |

Summary

This article supersedes TSB 17-2057 to update the vehicle model years and Service Procedure.

Issue: Some 2013-2014 Fusion and 2013-2018 MKZ vehicles may exhibit unintended exterior mirror movement in wet weather conditions due to moisture in the exterior mirror connector.

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

Parts

| Part Number | Description | Quantity |
|-----------------|------------------------------------|----------|
| CU2Z-14S411-ADA | Fusion Female 16-Pin Pigtail Kit | 1 |
| EU2Z-14S411-VA | Fusion Male 16-Pin Pigtail Kit | 1 |
| CU2Z-14S411-ALA | MKZ Black Female 8-Pin Pigtail Kit | 1 |
| FU2Z- 14S411-DB | MKZ Black Male 8-Pin Pigtail Kit | 1 |
| FU2Z-14S411-AA | MKZ Gray Female 8-Pin Pigtail Kit | 1 |
| FU2Z-14S411-CA | MKZ Gray Male 8-Pin Pigtail Kit | 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 |
|--|---------------|------|
| 2013-2014 Fusion, 2013-2018 MKZ: Replace The Electrical Connectors On One (1) Exterior Mirror (Do Not Use With Any Other Labor Operations) | 172225A | 3 |
| 2013-2014 Fusion, 2013-2018 MKZ: Replace The Electrical Connectors On Both (2) Exterior Mirrors (Do Not Use With Any Other Labor Operations) | 172225B | 5.4 |

Repair/Claim Coding

| | |
|-----------------|-------|
| Causal Part: | 17683 |
| Condition Code: | 42 |

Service Procedure

2013-2014 Fusion

1. Remove the affected exterior mirror. Refer to Workshop Manual (WSM), Section 501-09.
2. Remove the original 16-pin exterior mirror connector by cutting the wires 13 mm (1/2 inch) before the connector and splice to the female connector pigtail by following the wiring repair kit instructions included with the pigtail kit.
3. Remove the original 16-pin door harness mirror connector by cutting the wires 13 mm (1/2 inch) before the connector and splice to the male connector pigtail by following the wiring repair kit instructions included with the pigtail kit.

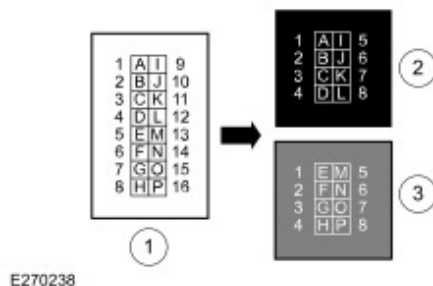
(1). Using a small flat head screwdriver, remove the white connector retainer from the original connector and install it on the replacement male connector.

4. Install the exterior mirror. Refer to WSM, Section 501-09.

2013-2018 MKZ

1. Remove the affected exterior mirror. Refer to WSM, Section 501-09.
2. Remove the original 16-pin mirror connector by cutting the wires 13 mm (1/2 inch) from the connector and splice to the 8-pin gray and 8-pin black male connector pigtails by following the wiring repair kit instructions included with the pigtail kit. (Figure 1 Connector Face)

Figure 1



3. Remove the original 16-pin door harness mirror connector by cutting the wires 13 mm (1/2 inch) from the connector and splice to the 8-pin gray and 8 pin black female connector pigtails by following the wiring repair kit instructions included with the pigtail kit. (Figure 1 Connector Face)

(1). To gain enough access to perform the splices, pull the harness connector through the wire harness grommet hole below the access hole for the mirror bolts.

(2). Using a small flat head screwdriver, remove the white christmas tree body-to-connector retainer from the original connector and install it on the replacement gray female connector.

(3). Tape the female connectors together using electrical or foam tape.

4. Install the exterior mirror. Refer to WSM, Section 501-09.

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NOTE: The information 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 or Lincoln 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.