



TECHNICAL SERVICE BULLETIN

Memory Mirrors - Ratcheting/Clicking Noise From External Mirror(s) Glass - Built On Or Before 16-Feb-2019

19-2037
05 March
2019

This bulletin supersedes 16-2068. Reason for update: New Part/Procedure For Same Condition

Model:

Lincoln 2015-2019 MKC

Summary

This article supersedes TSB 16-2068 to update the vehicle model years, production fix date and Service Procedure.

Issue: Some 2015-2019 MKC vehicles equipped with memory mirrors built on or before 16-Feb-2019 may experience a ratcheting/clicking noise from the exterior mirror(s) glass which can occur when one or more of the following actions occur: customer unlocks vehicle, memory mirrors glass position recall to previous setting or memory mirrors button activation.

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- 2015-2019 MKC
- Built on or before 16-Feb-2019

Parts

Part Number	Description	Quantity
DG9Z-14B291-WT	Rear Door Module	2

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
2017-2019 MKC: Reprogram The DDM And PDM (Do Not Use With Any Other Labor Operations)	192037A	0.3 Hrs.
2015-2017 MKC: Replace RDM On Both (2) Rear Doors And Reprogram The DDM And PDM (Do Not Use With Any Other Labor Operations)	192037B	0.9 Hrs.

Repair/Claim Coding

Causal Part:	14B291
Condition Code:	04

Service Procedure

1. Check the vehicle build date. Was the vehicle built on 13-Apr-2017 and through 16-Feb-2019?

- (1). Yes - proceed to Step 2.
 - (2). No - replace both rear door modules (RDMs). Refer to WSM, Section 419-10. Proceed to Step 2.
- 2.** Reprogram the driver door module (DDM) and passenger door module (PDM) using the latest software level of the appropriate Ford diagnostic scan tool.

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