

# THIS TSB HAS BEEN SUPERSEDED OR DEACTIVATED



## TECHNICAL SERVICE BULLETIN

**19-2072**

**Intermittent Power Mirror And/Or Power Window Operation From Master Switch - Built On 23-Jul-2018 And Through 07-Nov-2018**

07 March  
2019

### Model:

Lincoln 2019 MKC
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**Issue:** Some 2019 MKC vehicles built on 23-Jul-2018 and through 07-Nov-2018 may exhibit intermittent function of the power mirrors and/or power windows from the master switch. These symptoms may also be present with or without diagnostic trouble codes (DTCs) B1087 and/or B1088 stored in the driver door module (DDM) and/or passenger door module (PDM). This may be the result of a small impression in the left B-pillar sheet metal which has allowed water to overcome the sealing capability of the electrical harness grommet and enter connector C315. To resolve this concern, remove all moisture from the connector, apply electrical grease and seal the B-pillar wiring harness grommet to the left B-pillar sheet metal.

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

- 2019 MKC
- Built on 23-Jul-2018 and through 07-Nov-2018
- Intermittent function of the power mirrors and/or power windows from the master switch

### Parts

Part Number	Description	Quantity
XG-12	Motorcraft® Electrical Grease	1
TA-2-B	Motorcraft® Seam Sealer	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
2019 MKC: Retrieve DTCs, Clean And Reseal Connector Following The Service Procedure	MT192072	Actual Time

### Repair/Claim Coding

Causal Part:	7824301
Condition Code:	01

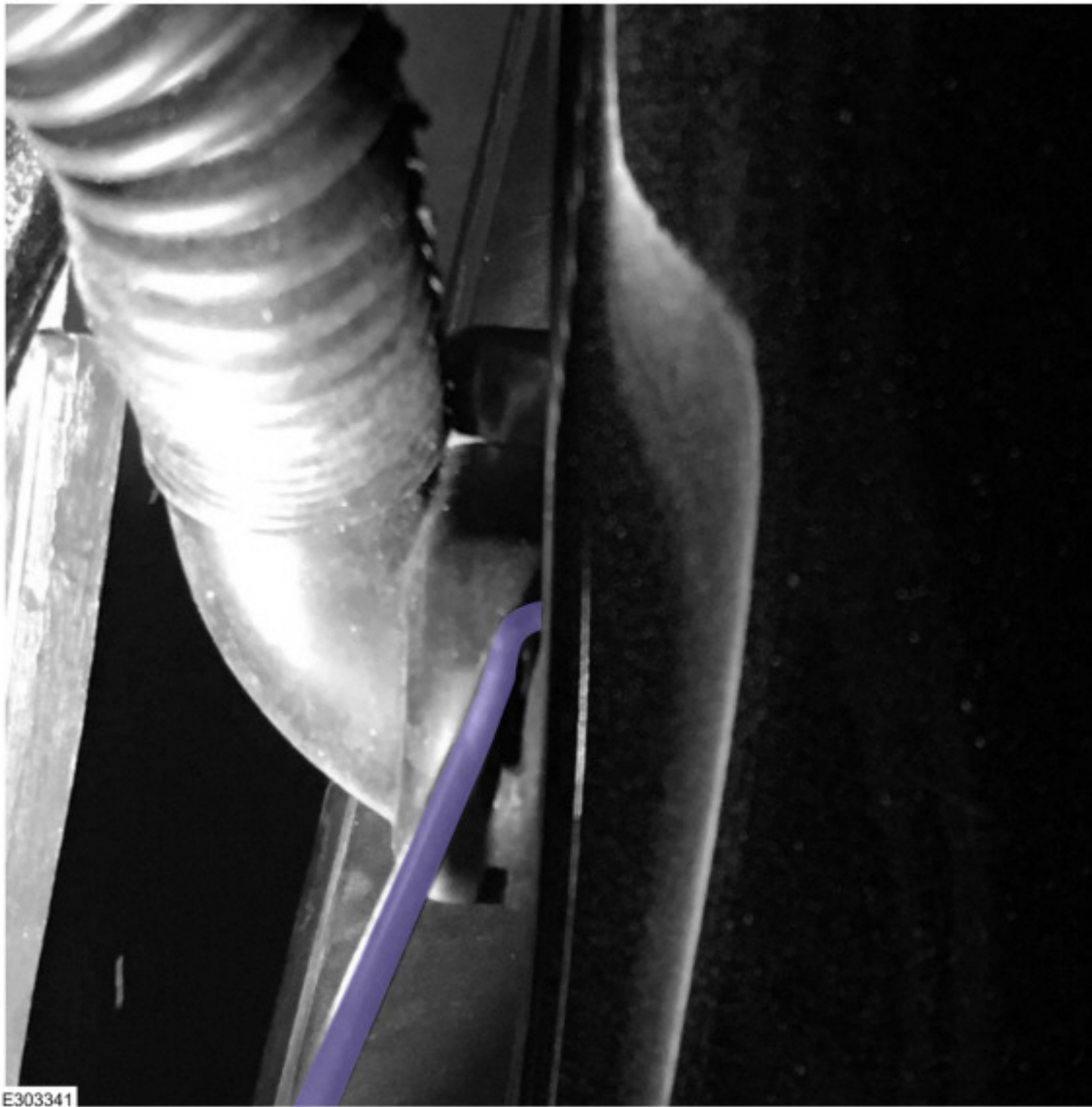
## Service Procedure

1. Open both front and rear left side doors.
2. Using a small flat blade screw driver or pick, release the two locking tabs on the B-pillar grommet.  
(Figures 1-2)

Figure 1



Figure 2



**3. Unseat the B-pillar wiring harness grommet. (Figure 3)**

Figure 3



4. Pull out the wiring harness from the B-pillar exposing the hard shell connector. (Figure 4)

Figure 4



**5.** Disconnect connector C315 and inspect for water intrusion. (Figure 5)

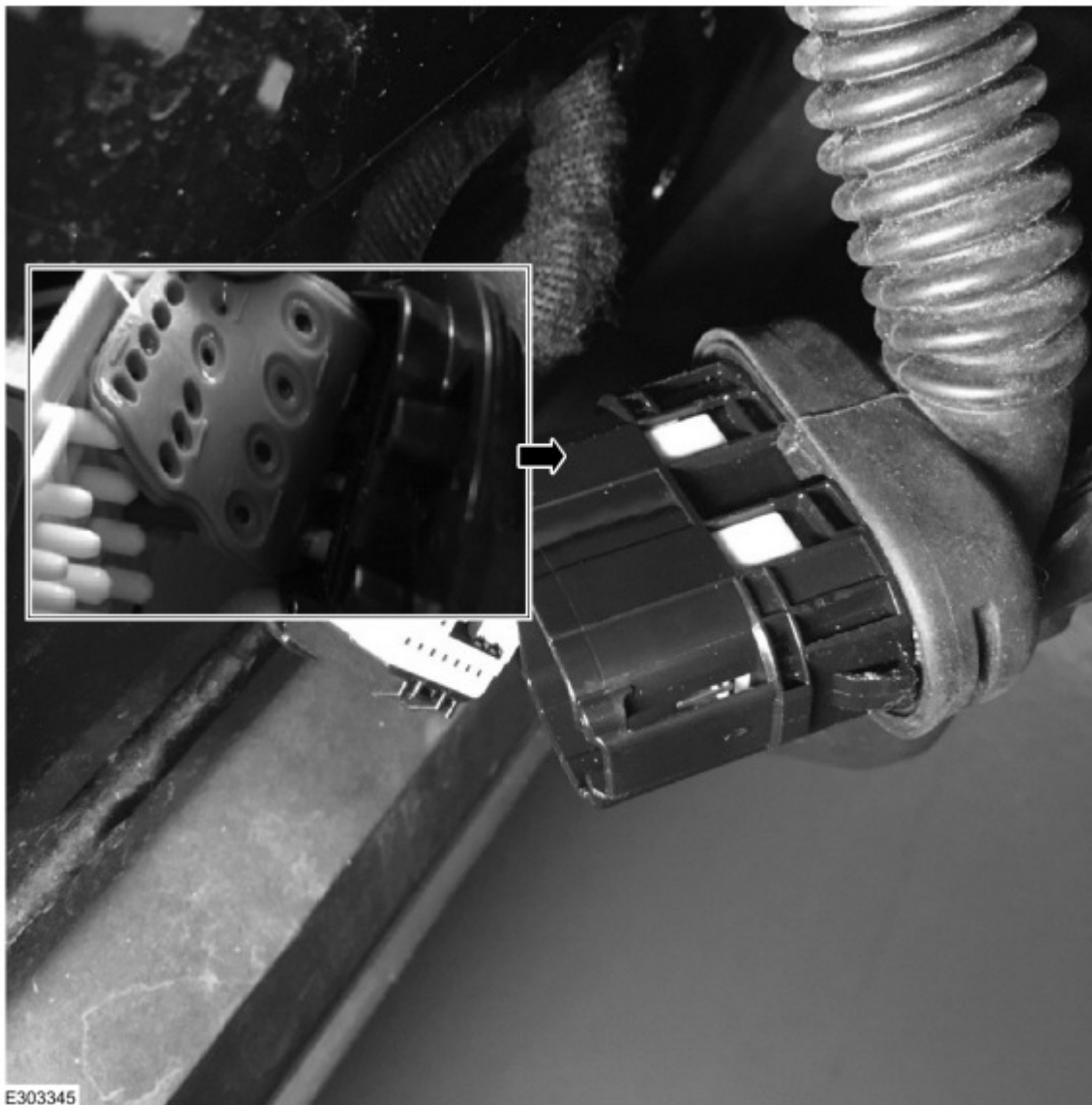
Figure 5





6. Disassemble the hard shell connector attached to the grommet and inspect for water intrusion. (Figure 6)

Figure 6



7. Using compressed air, blow out any moisture from the hard shell and C315 connector.
8. Reassemble the hard shell connector and add a small amount of Motorcraft® Electrical Grease or equivalent to the C315 connector and reassemble.
9. Apply Motorcraft® Seam Sealer or equivalent to left B-Pillar around the opening for the electrical harness. (Figure 7)

Figure 7



**10.** Reinstall B-pillar wiring harness grommet and remove excessive sealer as needed.

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