TECHNICAL SERVICE BULLETIN
Multi-Contour Seats - Intermittent Multi-Contour Seat Operation And/Or Massage And Lumbar Adjust Inoperative

19-2293
26 September 2019

Model:

Ford
2018-2019 Expedition
2015-2019 Explorer
2015-2019 F-150
2017-2019 F-Super Duty
Lincoln
2017-2019 Continental
2016-2018 MKX
2013-2019 MKZ
2019 Nautilus
2018-2019 Navigator

Issue: Some 2015-2019 F-150/Explorer, 2017-2019 F-Super Duty/Continental, 2018-2019 Expedition/Navigator, 2016-2018 MKX, 2019 Nautilus, and 2013-2019 MKZ vehicles equipped with multi-contour seats may exhibit intermittent multi-contour seat operation and/or massage and lumbar adjust inoperative from the seat switch or SYNC screen with or without diagnostic trouble code (DTC) B1471, U024B, and/or U024C. This may be due to terminal fretting at the connector for the driver multi-contour seat module (SCMG) and passenger multi-contour seat module (SCMH). To correct the condition, follow the Service Procedure steps to replace the connectors and reroute the harness.

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

- One of the following vehicle lines:

   - 2015-2019 F-150/Explorer
   - 2017-2019 F-Super Duty/Continental
   - 2018-2019 Expedition/Navigator
   - 2016-2018 MKX
   - 2019 Nautilus
   - 2013-2019 MXZ

- Equipped with multi-contour seats

- Customer symptom of intermittent multi-contour seat operation and/or massage and lumbar adjust inoperative from the seat switch or SYNC

Parts

Part Number	Description	Quantity
KU2Z-14S411-FA	Pigtail Kit (2 Kits Required, 1 Kit Per Side)	2
W719352-S451	Front Seat Bolts (Navigator Only, Package Contains 4 Pieces, 4 Pieces Required, 2 Per Seat)	1

W718633-S451	Front Seat Bolts (Navigator Only, Package Contains 4 Pieces, 4 Pieces Required, 2 Per Seat)	1
WA-14-SBA	Zip Tie Or Equivalent, Length Of 280 mm (11 In.) (Package Contains 50 Pieces, 2 Pieces Required, 1 Per Seat)	As Needed
NAI837X	Rotunda Coroplast Wiring Harness Tape Or Equivalent	As Needed
Obtain Locally	Rosin Core Mildly-activated (RMA) Solder	As Needed

Labor Times

Description	Operation No.	Time
2015-2019 F-150, 2018-2019 Expedition: Retrieve DTCs And Install Pigtail In Both (2) Front Seats Includes Time To Remove And Install Seat (Do Not Use With Any Other Labor Operations)	192293A	3.5 Hrs.
2017-2019 Continental: Retrieve DTCs And Install Pigtail In Both (2) Front Seats Includes Time To Remove And Install Seat (Do Not Use With Any Other Labor Operations)	192293B	2.5 Hrs.
2018-2019 Navigator: Retrieve DTCs And Install Pigtail In Both (2) Front Seats Includes Time To Remove And Install Seat (Do Not Use With Any Other Labor Operations)	192293C	2.4 Hrs.
2013-2019 MKZ, 2016-2018 MKX, 2019 Nautilus: Retrieve DTCs And Install Pigtail In Both (2) Front Seats Includes Time To Remove And Install Seat (Do Not Use With Any Other Labor Operations)	192293D	3.5 Hrs.
2017-2019 F-Super Duty: Retrieve DTCs And Install Pigtail In Both (2) Front Seats Includes Time To Remove And Install Seat (Do Not Use With Any Other Labor Operations)	192293E	3.6 Hrs.
2015-2019 Explorer: Retrieve DTCs And Install Pigtail In Both (2) Front Seats Includes Time To Remove And Install Seat (Do Not Use With Any Other Labor Operations)	192293F	3.3 Hrs.

Repair/Claim Coding

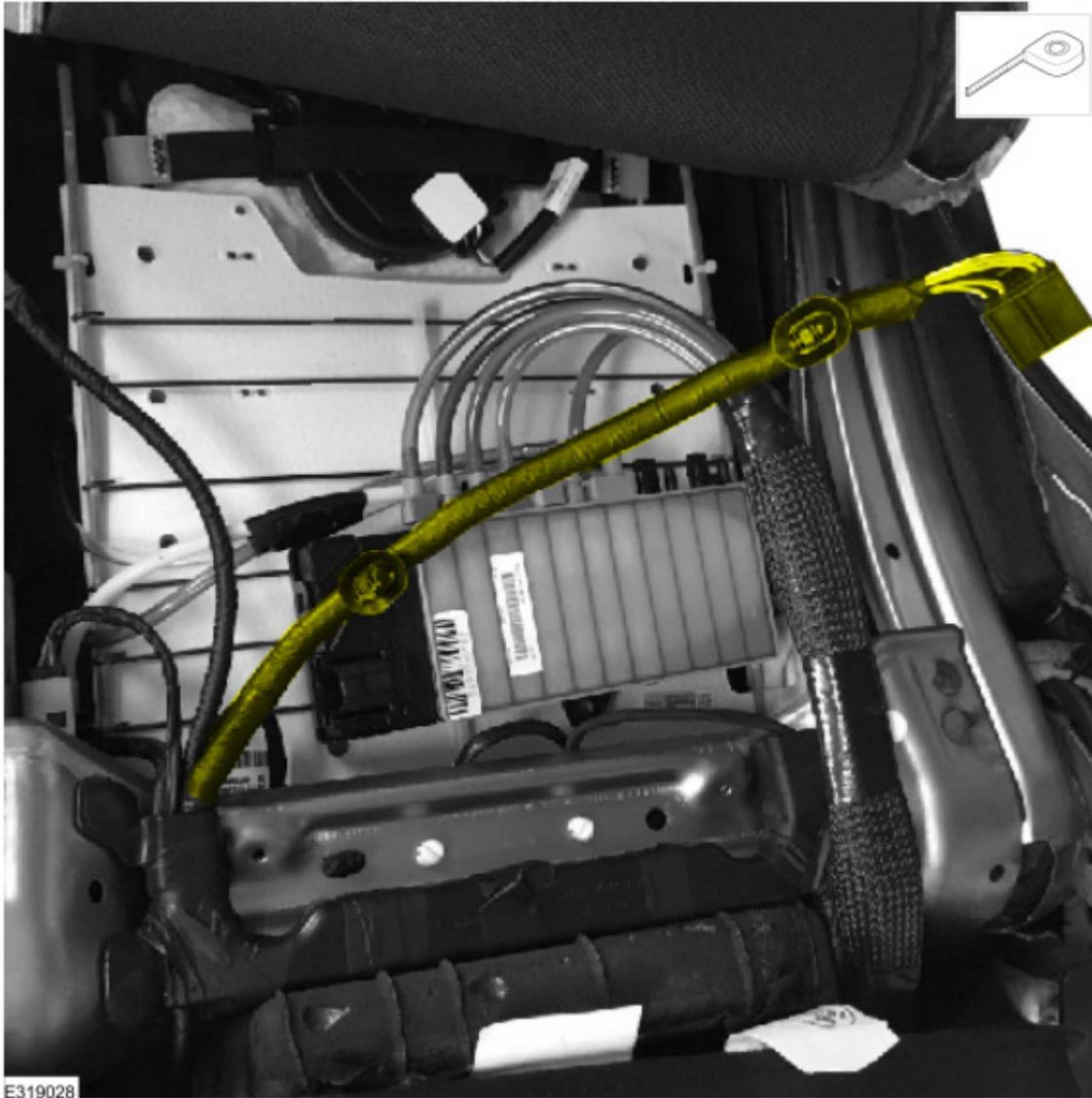| Causal Part:	14D232
Condition Code:	x4

Service Procedure

NOTE: Perform this procedure on both front seats.

1. Remove the seat cover to access the SCMH and SCMG module. Refer to the Workshop Manual (WSM), Section 501-10A.

2. Remove the harness shied to seat back frame retention clips and separate the plastic shield from the harness to access the circuits.

3. Measure back 150 mm (5.9 in) from the edge of the plastic shield and mark the circuits to determine the cut location. The finished harness must extend a minimum of 300 mm (11.8 in) beyond the edge of the plastic shield. (Figure 1)

   (1). The circuits for the left seat will run to the right side of the seat and the circuits for the right seat will run down toward the floor.

NOTE: Do not use the butt connectors included with the pigtail kit for this repair. Each circuit must be connected with solder and covered with heat shrink tubing.

Figure 1

E319028

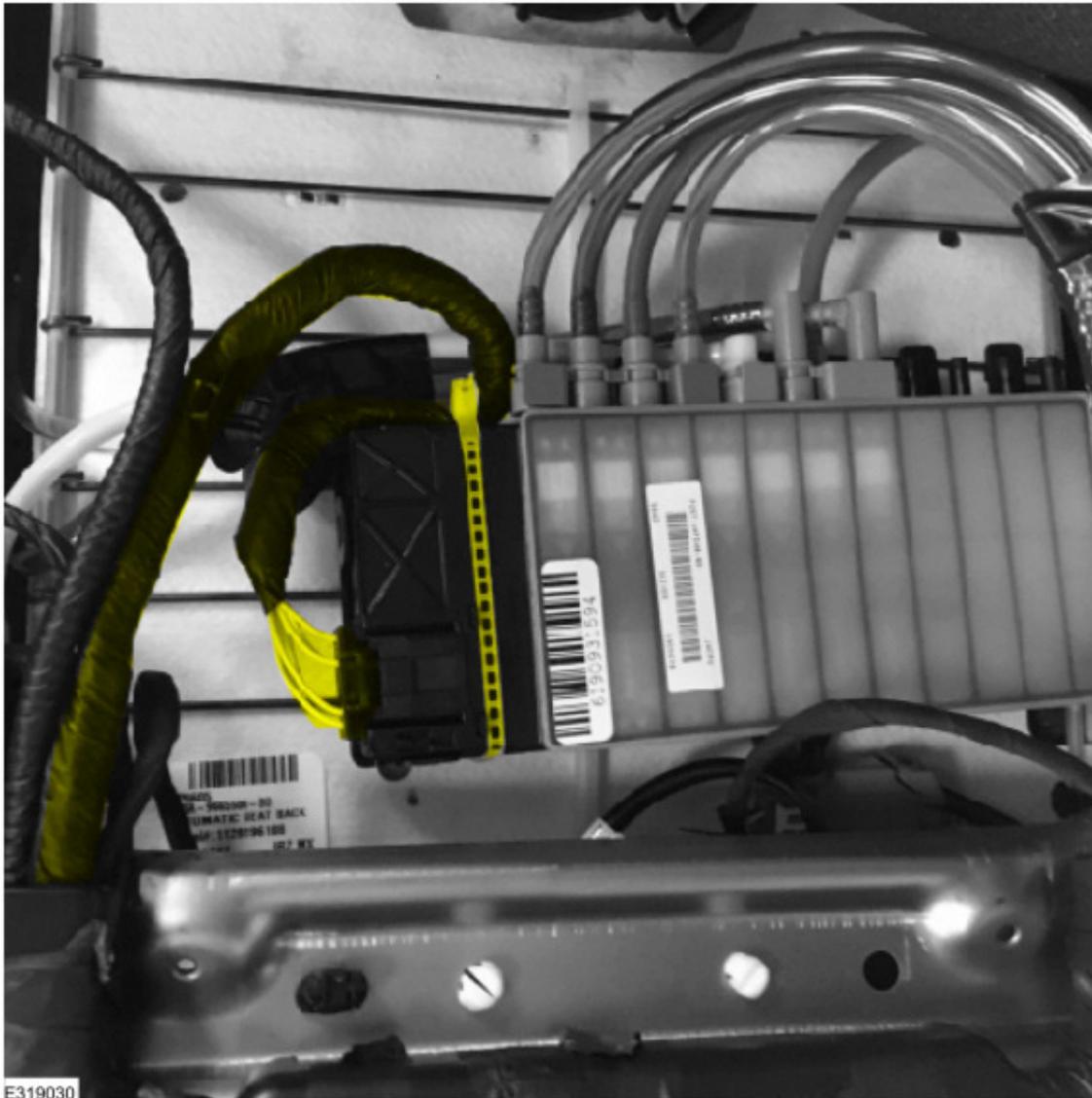**4.** Replace the harness connector with the new pigtail.

   (1). Cut, solder, and heat shrink each circuit one at a time following the instructions included with the kit. (Figure 2)

Figure 2

E319029

5. Wrap the new wiring with Coroplast tape or equivalent from the plastic harness shield to the connector.

6. Install the plastic harness shield and secure with the 4 retention clips.

7. Measure 105 mm (4.13 in) from the back for the new harness connector shell and place a mark on the new harness.

8. Connect the new connector to the module and loop the harness above the module placing the mark on the harness applied in Step 7 on the top of the module next to the tube connections. (Figure 3)

Figure 3

E319030

9. Secure the new harness to the module body using a minimum 280 mm (11 in) long zip tie.

10. Reinstall the seat back cover. Refer to the WSM, Section 501-10A.

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.