



TECHNICAL SERVICE BULLETIN

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

19-2390
19 December
2019

This bulletin supersedes 19-2293. Reason for update: Concern Carryover to New Model

Model:

Ford
2015-2020 Explorer
2018-2020 Expedition
2015-2019 F-150
2017-2019 Super Duty
Lincoln
2020 Aviator
2017-2020 Continental
2020 Corsair
2016-2018 MKX
2013-2020 MKZ
2019-2020 Nautilus
2018-2020 Navigator

Summary

This article supersedes TSB 19-2293 to update the vehicle model years affected.

Issue: Some 2015-2019 F-150, 2015-2020 Explorer, 2017-2019 F-Super Duty, 2017-2020 Continental, 2018-2020 Expedition/Navigator, 2016-2018 MKX, 2019-2020 Nautilus, 2020 Aviator/Corsair and 2013-2020 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
 - 2017-2019 F-Super Duty
 - 2017-2020 Continental
 - 2018-2020 Expedition/Navigator
 - 2016-2018 MKX
 - 2019-2020 Nautilus
 - 2013-2020 MXZ
 - 2015-2020 Explorer
 - 2020 Aviator/Corsair
- 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	2 Kits Required, 1 Kit Per Side	Pigtail Kit	2
W719352-S451	Package Contains 4 Pieces, 4 Pieces Required, 2 Per Seat	Front Seat Bolts (Navigator Only)	1
W718633-S451	Package Contains 4 Pieces, 4 Pieces Required, 2 Per Seat	Front Seat Bolts (Navigator Only)	1
WA-14-SBA	Package Contains 50 Pieces, 2 Pieces Required, 1 Per Seat	Zip Tie Or Equivalent, Length Of 280 mm (11 In.)	As Needed
NAI837X	-	Rotunda Coroplast Wiring Harness Tape Or Equivalent	As Needed
Obtain Locally	-	Rosin Core Mildly-activated (RMA) Solder	As Needed

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2015-2019 F-150, 2018-2020 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)	192390A	3.5 Hrs.
2017-2020 Continental, 2020 Aviator: 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)	192390B	2.5 Hrs.
2018-2020 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)	192390C	2.4 Hrs.
2013-2020 MKZ, 2016-2020 MKX, 2019-2020 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)	192390D	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)	192390E	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)	192390F	3.3 Hrs.
2020 Explorer/Corsair: 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)	192390G	3.0 Hrs.

Repair/Claim Coding

Causal Part:	14D232

Condition Code: X4

Service Procedure

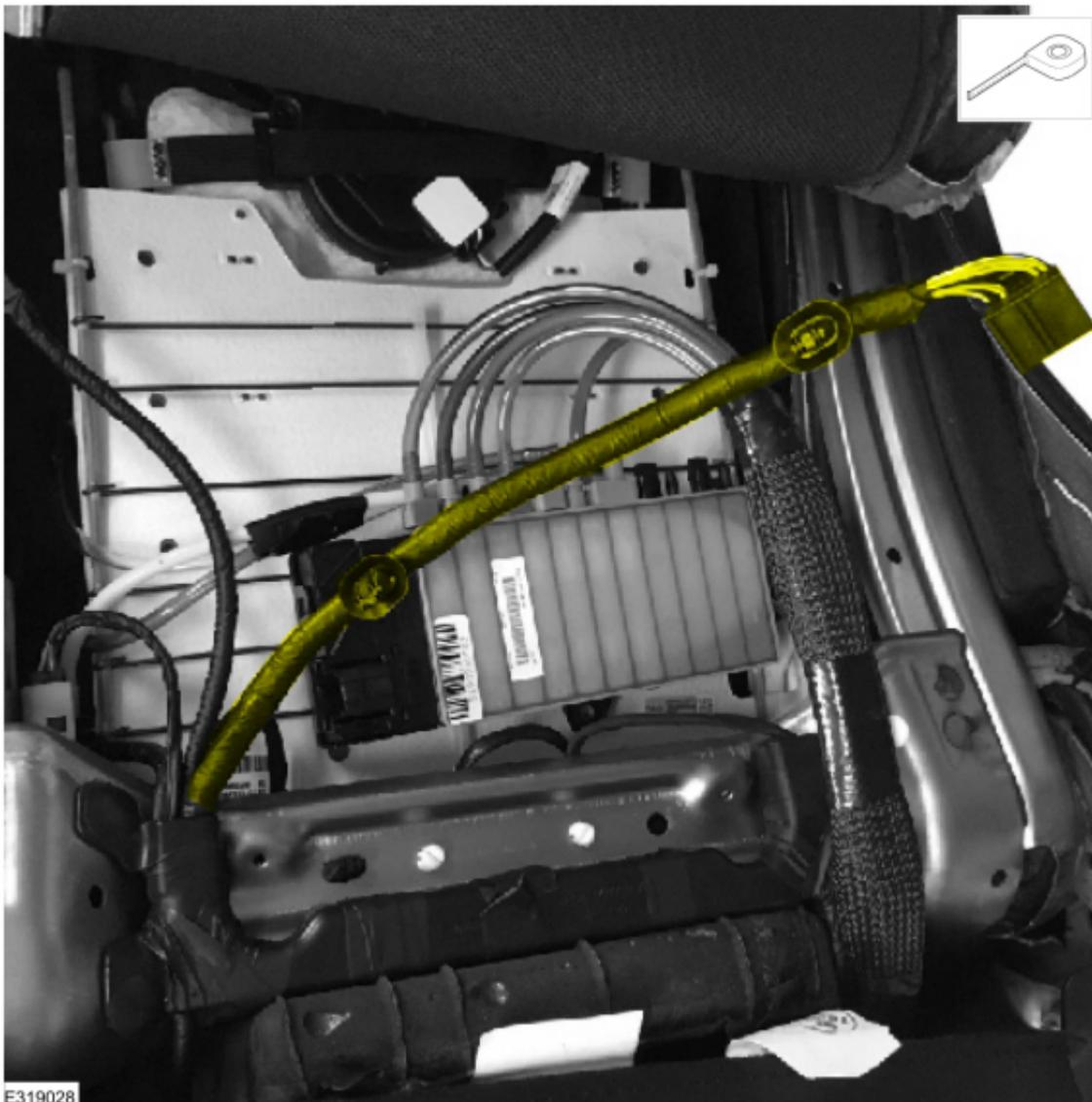
NOTE: Perform this procedure on both front seats.

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 shield 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



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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



- 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



- 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.

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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.