



TECHNICAL SERVICE BULLETIN

Unintended Exterior Mirror Movement In Wet Weather Conditions

20-2372
20 October 2020

This bulletin supersedes 17-2225. Reason for update: Concern Carryover to New Model

Model:

Ford 2013-2014 Fusion
Lincoln 2013-2020 MKZ

Summary

This article supersedes 17-2225 to update the vehicle model years affected and Service Procedure.

Issue: Some 2013-2014 Fusion and 2013-2020 MKZ vehicles may exhibit unintended exterior mirror movement in wet weather conditions. This may be due to water intrusion into the exterior mirror connector. To correct the condition, follow the Service Procedure steps to remove the 16 pin connector and install two weather tight 8 pin connectors.

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:
 - 2013-2014 Fusion
 - 2013-2020 MKZ
- Unintended exterior mirror movement in wet weather conditions

NOTE: Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated. "As Needed" indicates the part is required but the number may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 1.

Parts

Part Number	Description	Quantity
CU2Z-14S411-ADA	Fusion Female 16-Pin Pigtail Kit	1
EU2Z-14S411-VB	Fusion Male 16-Pin Pigtail Kit	1
CU2Z-14S411-ALB	MKZ Black Female 8-Pin Pigtail Kit	1
FU2Z- 14S411-DC	MKZ Black Male 8-Pin Pigtail Kit	1
FU2Z-14S411-AB	MKZ Gray Female 8-Pin Pigtail Kit	1
FU2Z-14S411-CA	MKZ Gray Male 8-Pin Pigtail Kit	1
NAI837X	Coroplast Electrical Wire Harness Tape (Rotunda) Or Equivalent	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
2013-2014 Fusion, 2013-2020 MKZ: Replace The Electrical Connectors On One (1) Exterior Mirror (Do Not Use With Any Other Labor Operations)	202372A	3.0 Hrs.
2013-2014 Fusion, 2013-2020 MKZ: Replace The Electrical Connectors On Both (2) Exterior Mirrors (Do Not Use With Any Other Labor Operations)	202372B	5.4 Hrs.

Repair/Claim Coding

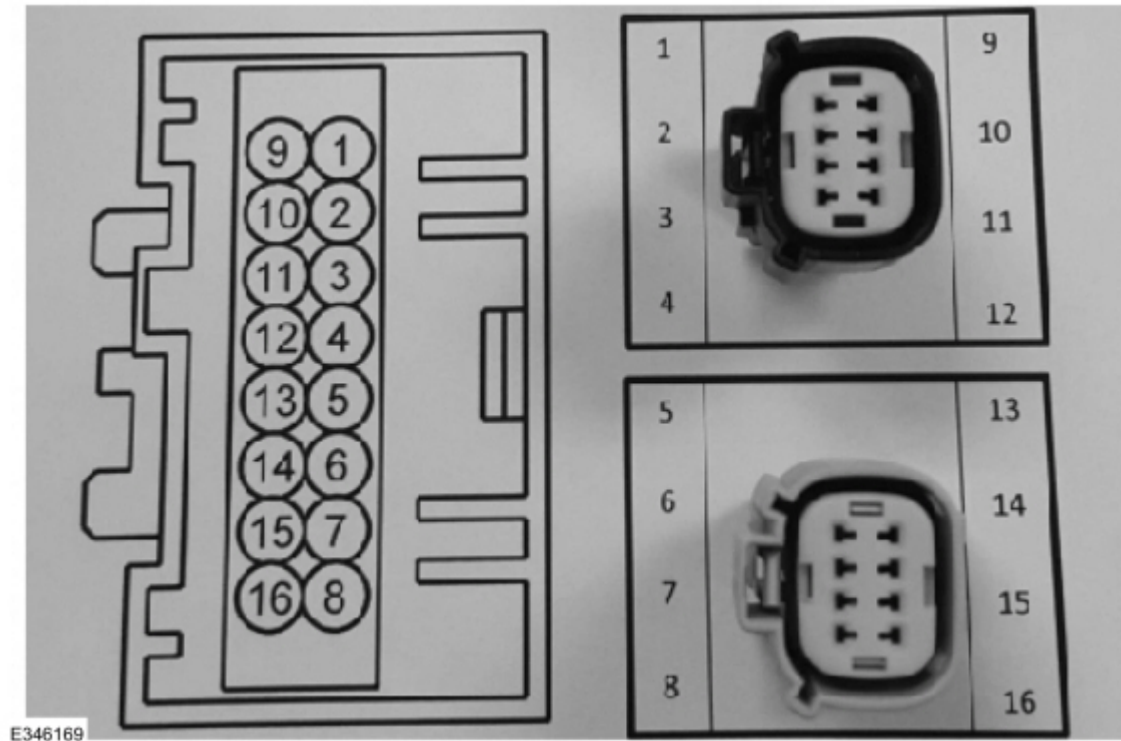
Causal Part:	17683
Condition Code:	42

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.

2013-2020 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)



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 pigtailed by following the wiring repair kit instructions included with the pigtail kit.

- (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.