



# TECHNICAL SERVICE BULLETIN

## Manual Sliding Door(s) - Various Manual Sliding Door Related Symptoms

**21-2102**  
13 April 2021

**Model:**

Ford 2015-2021 Transit
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**Issue:** Some 2015-2021 Transit vehicles built with manual sliding door(s) may have an incorrectly adjusted ajar switch. To correct this condition, follow the service procedure to readjust the ajar switch.

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

- 2015-2021 Transit
- Manual sliding door
- Exhibits at least one of the following conditions:
  - Difficulty opening or closing the door(s)
  - Door(s) recently repaired or adjusted
  - Door ajar light inoperative or always illuminated
  - Rear door ajar message displayed on instrument cluster with the doors fully closed or while driving
  - Rear door ajar message not displayed on the instrument cluster with either door in the secondary latched position or fully open
  - Door latch or ajar switch recently replaced
  - Door striker recently replaced or adjusted

**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
2015-2021 Transit: Repair The Manual Sliding Door(s) Following The Service Procedure	MT212102	Actual Time

**Repair/Claim Coding**

Causal Part:	14045
Condition Code:	07

**Service Procedure**

1. Is the sliding door difficult to open or close, recently repaired, or out of alignment?

(1). Yes - complete the sliding door adjustment in Workshop Manual (WSM), Section 501-03 prior to proceeding to Step 2. Use the following updated torque specs when completing the sliding door adjustment:

- Step 12 = 70 Nm (52 ft-lb).
- Step 27 = 40 Nm (30 ft-lb).
- In Step 18, apply Motorcraft® Threadlock 262 to the nut before tightening.

(2). No - proceed to Step 2.

2. Close the door to the primary (full/two clicks) latched position. Is the rear door ajar warning message off in the instrument cluster?

(1). Yes - proceed to Step 3.

(2). No - If this is the first repair attempt, proceed to Step 6. For subsequent repair attempts, proceed to Step 9.

3. Open the door fully. Is the rear door ajar warning message on in the instrument cluster?

(1). Yes - proceed to Step 4.

(2). No - inspect the switch, connector and wiring. Repair or replace as necessary and return to Step 2.

4. Close the door in the secondary (half/one click) latched position. Is the rear door ajar warning message on?

(1). Yes - for single door adjustment, proceed to Step 5. For both door adjustments, repeat Step 2 on the other door.

(2). No - proceed to Step 8 for the first repair attempt. For subsequent repair attempts, proceed to Step 10.

5. Drive the vehicle on a rough road with all doors closed. Does the rear door ajar warning message remain off at all times?

(1). Yes - repair is complete.

(2). No - proceed to Step 6.

6. Remove the ajar switch mating connector. Tap the switch connector (Figure 1, Callout 2) lightly using a soft tool to move the switch housing outboard by about 3 to 4 grooves (Figure 1, Callout 1).

Figure 1



Item	Description
1	Measurement grooves
2	Switch connector

7. Reattach the mating connector.

8. For first time repair attempts, prepare a 5 +/- 0.25 mm spacer by stacking an appropriate number of hard cardboard strips (Example: oil filter box) and bind them together with painter's tape. (Figure 1) Proceed to Step 11.

Figure 2



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9. Decrease spacer thickness by 2mm. Proceed to Step 11.

10. Increase spacer thickness by 2mm. Proceed to Step 11.

11. Attach the spacer to the inboard rear edge of the door so that the spacer will push on the switch plunger when closing the door. (Figure 2)

Figure 3



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12. Slowly push the door to its fully closed position (2 clicks) to set the switch housing position.

**NOTE: Closing the door with too much force or sliding it with too much speed may set the housing depth inaccurately.**

**13.** Open the door, remove the spacer and proceed to Step 2.

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