



# TECHNICAL SERVICE BULLETIN

## Turn Signal Lamps Inoperative After LED Control Module Replacement

**21-2195**  
28 June 2021

This bulletin supersedes 20-2322. Reason for update: Concern Carryover to New Model

### Model:

Ford 2020-2021 Explorer
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### Summary

This article supersedes TSB 20-2322 to update the vehicle model years affected.

**Issue:** Some 2020-2021 Police Interceptor Utility vehicles may exhibit inoperative turn signal lamps after replacement of the light emitting diode (LED) control module. This may be due to a lack of initialization caused by incomplete wiring circuits. To correct the condition, follow the Service Procedure to splice the needed circuits into the wiring harness of the affected side of the vehicle.

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

- 2020-2021 Police Interceptor Utility
- Exhibits inoperative turn signal lamps after LED control module replacement

### Parts

Part Number	Description	Quantity
CU2Z-14S411-ADA	Wiring Pigtail Connector	1

**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
2020-2021 Explorer Police Interceptor: Check Turn Signal Lamp Operation And Replace Wiring Pigtail On One (1) Side Of The Vehicle Includes Time To Remove And Install Headlamp (Do Not Use With Any Other Labor Operations Outside Of This Article)	212195A	1.5 Hrs.
2020-2021 Explorer Police Interceptor: Check Turn Signal Lamp Operation And Replace Wiring Pigtails On Both (2) Sides Of The Vehicle Includes Time To Remove And Install Headlamps (Do Not Use With Any Other Labor Operations Outside Of This Article)	212195B	1.7 Hrs.
Additional Time To Remove And Install Any Police Equipment To Access Repair (Can Be Claimed With Operation A Or B)	MT212195	Actual Time

### Repair/Claim Coding

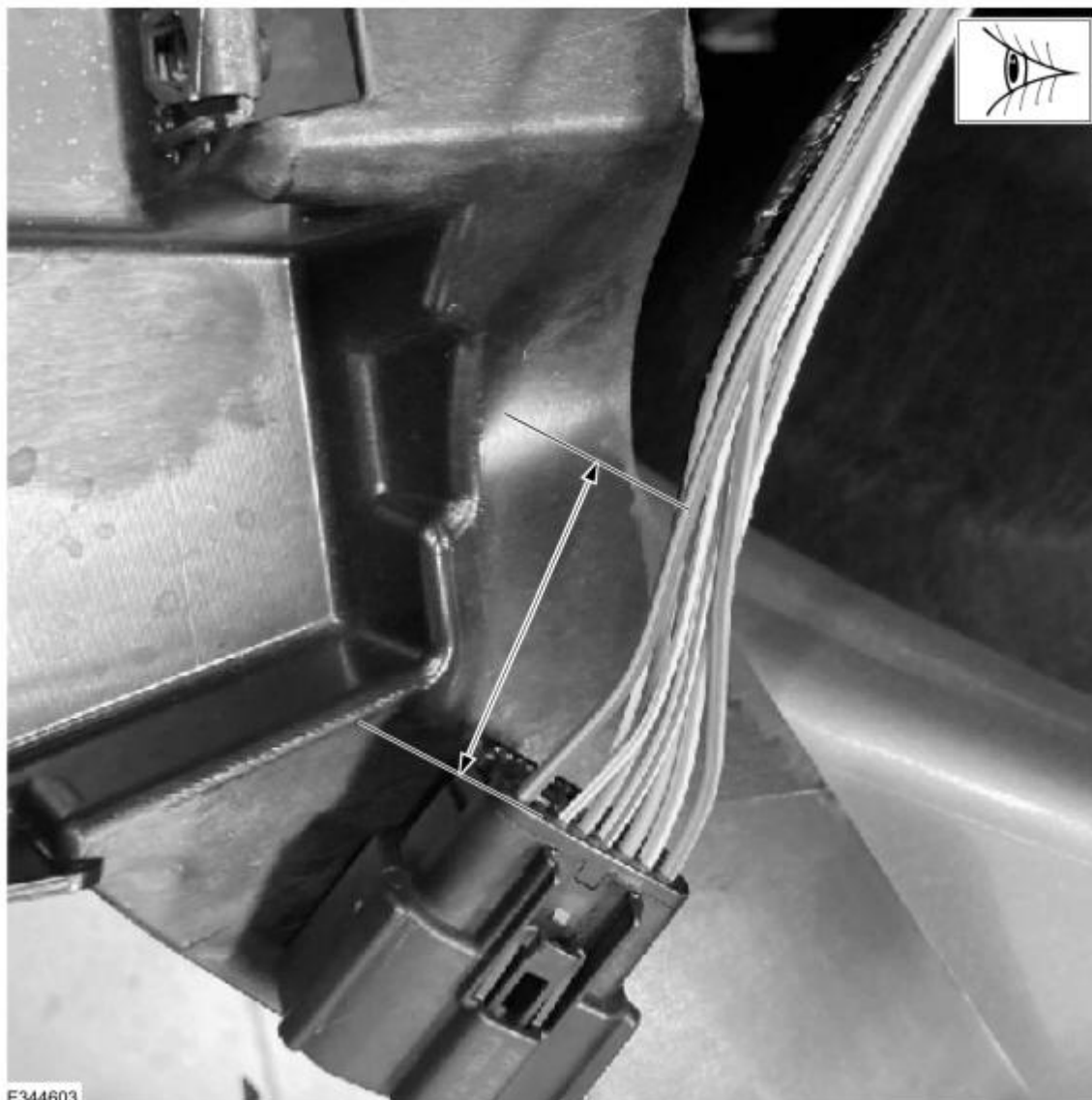
Causal Part:	13C788
Condition Code:	28

### Service Procedure

1. Remove the affected headlamp assembly. Refer to Workshop Manual (WSM), Section 417-01.
2. For vehicles where the left side is affected, update the left side wiring.
  - (1). Remove 2 wiring terminals from the wiring service pigtail connector.

- (2). Install the terminals into connector C1284, pins 9 and 14. Refer to Wiring Diagram, Cell 085-4.
- (3). Cut the wire to circuit GD120, pin 8 on connector C1284, 76.2 mm (3 in.) from the connector.
- (4). Solder splice wires from pins 8, 9, and 14 to circuit GD120. Refer to Wiring Diagram, Cell 005. (Figure 1)

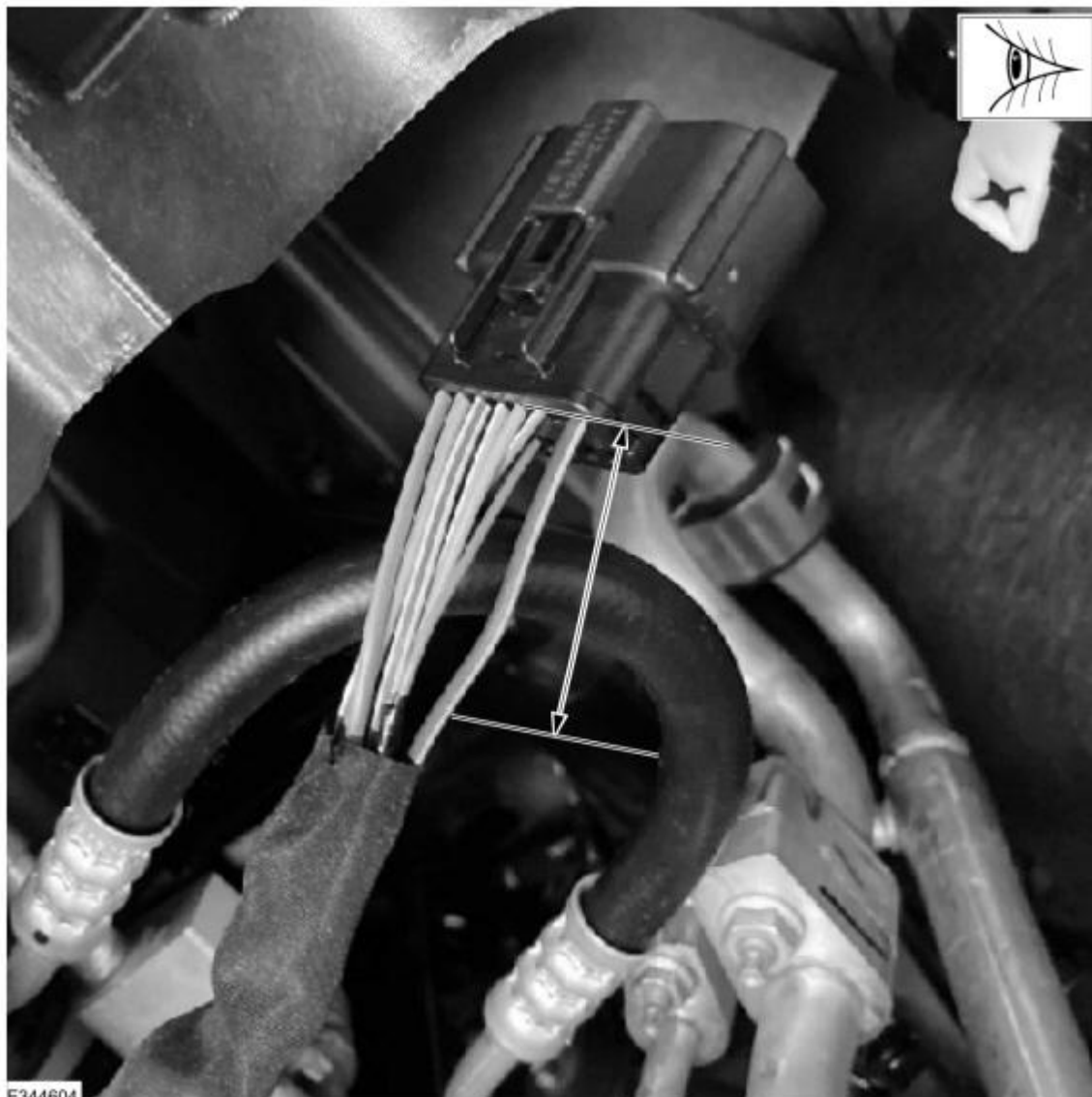
Figure 1 - Left side



**3.** For vehicles where the right side is affected, update the right side wiring.

- (1). Remove 1 wiring terminal from the wiring service pigtail connector.
- (2). Install the terminal into connector C1285, pin 9. Refer to Wiring Diagram, Cell 085-5.
- (3). Cut the wire to circuit CLF03, pin 2 on connector C1285, 76.2 mm (3 in.) from the connector.
- (4). Solder splice wires from pins 2 and 9 to circuit CLF03. Refer to Wiring Diagram, Cell 005. (Figure 2)

Figure 2 - Right side



4. Cycle the ignition to RUN. Do not start the engine. Wait 20 seconds.
5. Cycle the ignition to OFF.
6. Cycle the ignition to RUN. Do not start the engine. Wait 20 seconds.
7. Cycle the ignition to OFF.
8. Install the headlamp assembly. Refer to WSM, Section 417-01.

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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.