



# TECHNICAL SERVICE BULLETIN

## Illuminated Airbag Warning Indicator With DTC B1404:13 And/Or B1407:13

**21-2297**  
10 September  
2021

### Model:

<b>Ford</b> 2021 Bronco
2020-2021 Explorer
<b>Lincoln</b> 2020-2021 Aviator

**Issue:** Some 2020-2021 Explorer/Aviator and 2021 Bronco vehicles may exhibit an illuminated airbag warning indicator with diagnostic trouble code (DTC) B1404:13 and/or B1407:13. This may be due to contamination and relative movement in the connection between the wiring harness and the side airbag. To correct the condition, follow the Service Procedure steps to replace the affected connector with a service pigtail and the affected side airbag.

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

- One of the following vehicle lines:
  - 2020-2021 Explorer/Aviator
  - 2021 Bronco
- Illuminated airbag warning indicator with DTC B1404:13 and/or B1407:13

**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
Explorer/Aviator Part List			
BU2Z-14S411-BMA	Package Contains 1 Piece, 1 Piece Required Per Affected Side	Side Airbag Connector Service Pigtail	1 Per Affected Side
LB5Z-78611D10-B	-	Right Side Airbag	1
LB5Z-78611D11-B	-	Left Side Airbag	1
Bronco Part List			
M2DZ-78611D10-A	-	Right Side Airbag	1
M2DZ-78611D11-A	-	Left Side Airbag	1
MU5Z-14A699-L	-	Left Seat Wiring Harness - Power Seat	1
MU5Z-14A699-K	-	Left Seat Wiring Harness - Manual Seat	1
MU5Z-14A699-N	-	Right Seat Wiring Harness - Power Seat	1
MU5Z-	-	Right Seat Wiring Harness -	1

14A699-M		Manual Seat	
W505276-S451X	Package Contains 4 Pieces, 4 Pieces Required Per Affected Side	Front Seat Fastener	1 Per Affected Side

**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/Aviator: Retrieve DTCs, Replace The Right Side Airbag And Electrical Connector (Do Not Use With Any Other Labor Operations)	212297A	0.8 Hrs.
2020-2021 Explorer/Aviator: Retrieve DTCs, Replace The Left Side Airbag And Electrical Connector (Do Not Use With Any Other Labor Operations)	212297B	0.8 Hrs.
2020-2021 Explorer/Aviator: Retrieve DTCs, Replace The Right And Left Side Airbags and Electrical Connectors (Do Not Use With Any Other Labor Operations)	212297C	1.2 Hrs.
2021 Bronco: Retrieve DTCs, Replace The Right Side Airbag And Wire Harness Includes Time To Remove And Install Seat (Do Not Use With Any Other Labor Operations)	212297D	0.8 Hrs.
2021 Bronco: Retrieve DTCs, Replace The Left Side Airbag and Wire Harness Includes Time To Remove And Install Seat (Do Not Use With Any Other Labor Operations)	212297E	0.8 Hrs.
2021 Bronco: Retrieve DTCs, Replace The Right And Left Side Airbags And Wire Harness Includes Time To Remove And Install Seat (Do Not Use With Any Other Labor Operations)	212297F	1.4 Hrs.

### Repair/Claim Coding

Causal Part:	14D232
Condition Code:	X2

### Service Procedure

1. Remove the affected side airbag. Refer to Workshop Manual (WSM), Section 501-20B.

**NOTE: It is not required to remove the front seat from Explorer/Aviator vehicles.**

2. Remove connector C367 and/or C337.

3. On Explorer/Aviator vehicles, replace connector C367 and/or C337 with the service pigtail. Refer to Wiring Diagram Cell 005.

4. On Bronco vehicles, replace the 14A699 seat wiring harness.

5. Make sure the wiring harness is pulled outboard of the seat frame to prevent strain on the connector after replacing the side airbag. (Figure 1)

Figure 1



**6. Replace the affected side airbag. Refer to WSM, Section 501-20B.**

---

© 2021 Ford Motor Company

All rights reserved.

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.