



TECHNICAL SERVICE BULLETIN

Water Dripping Into The Front Passenger Side Footwell When A/C Is Operating - Built On Or After 01-Feb-2013

21-2379

28 October 2021

This bulletin supersedes 20-2382. Reason for update: Not Applicable

Model:

Ford
2014-2020 Transit Connect

Summary

This article supersedes TSB 20-2382 to update the warranty causal part.

Issue: Some 2014-2020 Transit Connect vehicles built on/or after 01-Feb-2013 may exhibit water dripping into the passenger front footwell. This may be due to an excessive gap in the heating, ventilation, and air conditioning (HVAC) case allowing water to drip from the case when the air conditioning (A/C) is operating. To correct the condition, follow the Service Procedure steps to reseal the HVAC case.

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

- 2014-2020 Transit Connect
- Built on or after 01-Feb-2013
- Water dripping from the passenger side HVAC case onto the footwell when the A/C is operating

Parts

Service Part Number	Quantity	Description
Obtain Locally	As Needed	Butyl Tape, 3M® Part Number 08612 Or Equivalent

As Needed indicates the amount of the part may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 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
2014-2020 Transit Connect: Install Butyl Tape Following The Service Procedure (Do Not Use With Any Other Labor Operations Outside Of This Article)	212379A	0.8 Hrs.
2014-2020 Transit Connect: Additional Time To Service Carpet For Dampness And/Or Odor (Can Be Claimed With Operations	MT212379	Actual

Repair/Claim Coding

Causal Part:	19B555
Condition Code:	01

Service Procedure

1. Is the concern as shown in Figure 1, water dripping onto the trim panel, or Figure 2, water dripping onto the floor covering?

(1). Yes - proceed to Step 2.

(2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 412-00 for further diagnostics.

Figure 1



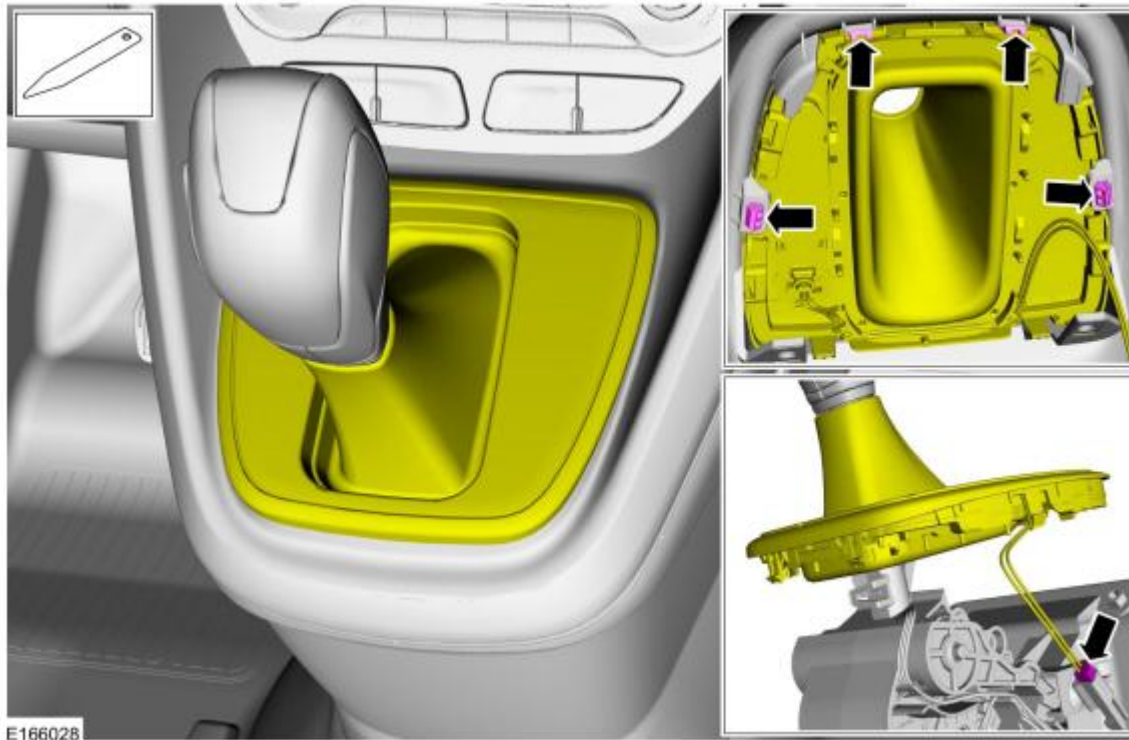
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Figure 2



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2. Position the selector lever into drive (D).
 3. Remove the selector lever bezel. Refer to WSM, Section 307-05 (Figure 3)
- Figure 3



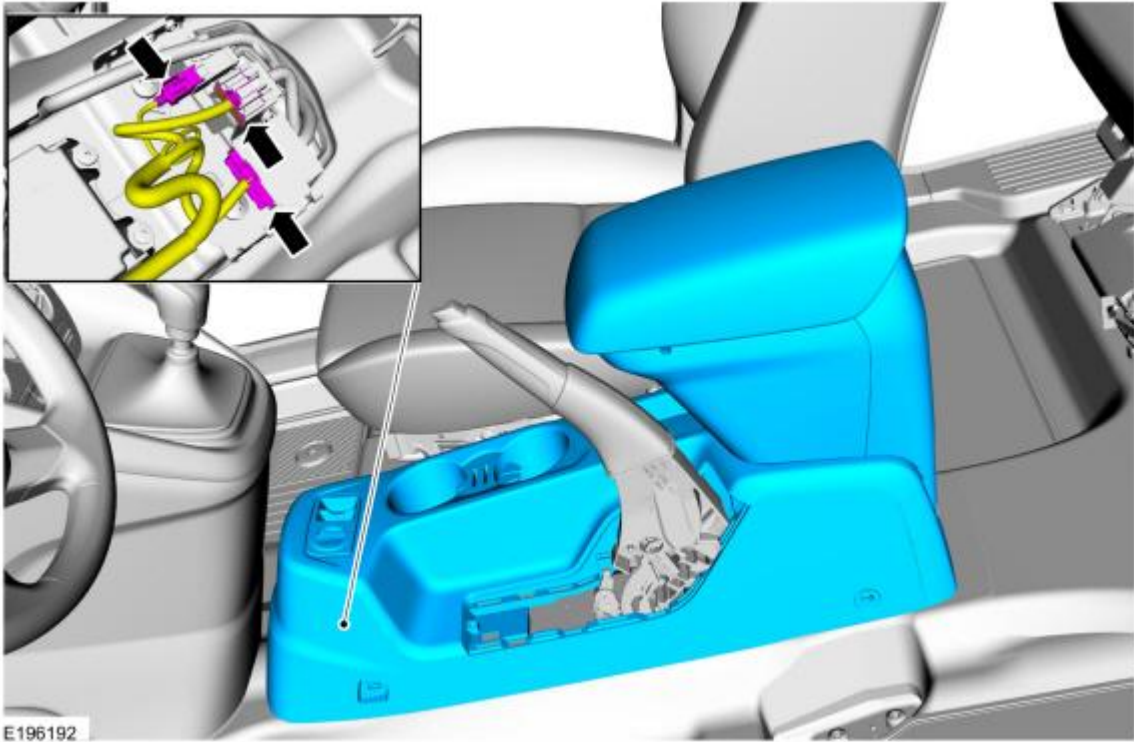
4. Remove the gearshift housing upper cover. Refer to WSM, Section 307-05. (Figure 4)

Figure 4



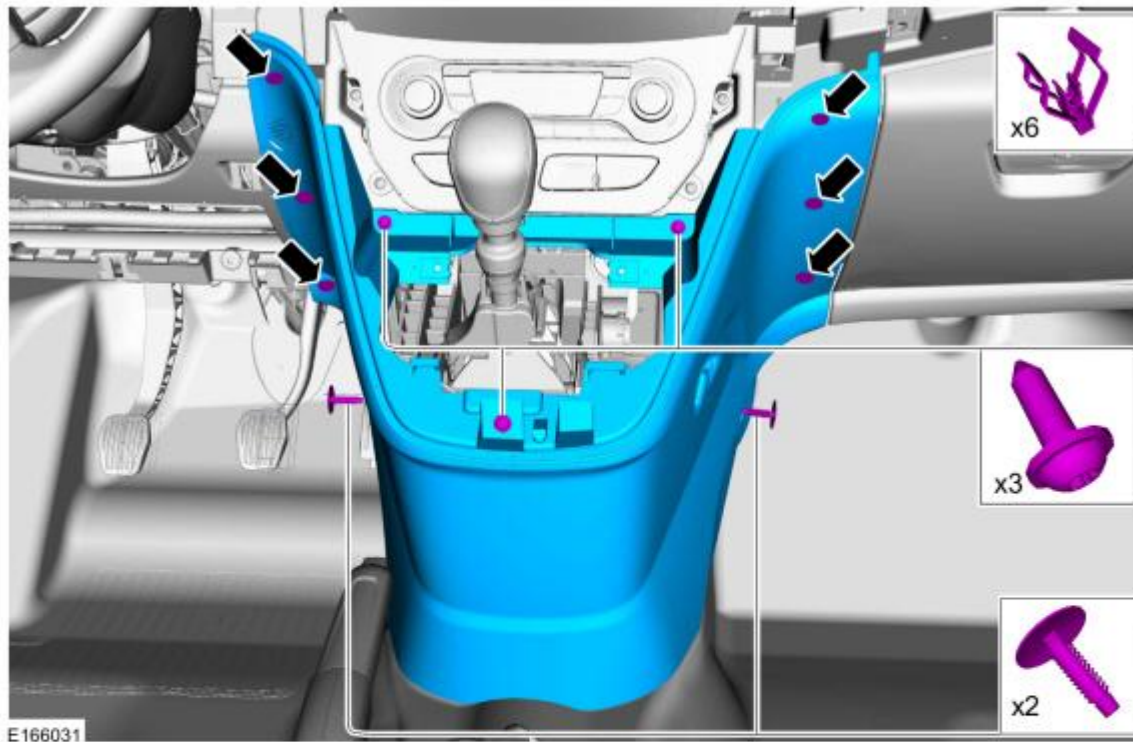
5. Remove the floor console. Refer to WSM, Section 501-12. (Figure 5)

Figure 5



6. Remove the gearshift housing lower cover. Refer to WSM, Section 307-05. (Figure 6)

Figure 6



7. Position the carpet aside to access the cover screw and cover, if equipped.

8. Remove the cover, if equipped. (Figure 7)

Figure 7



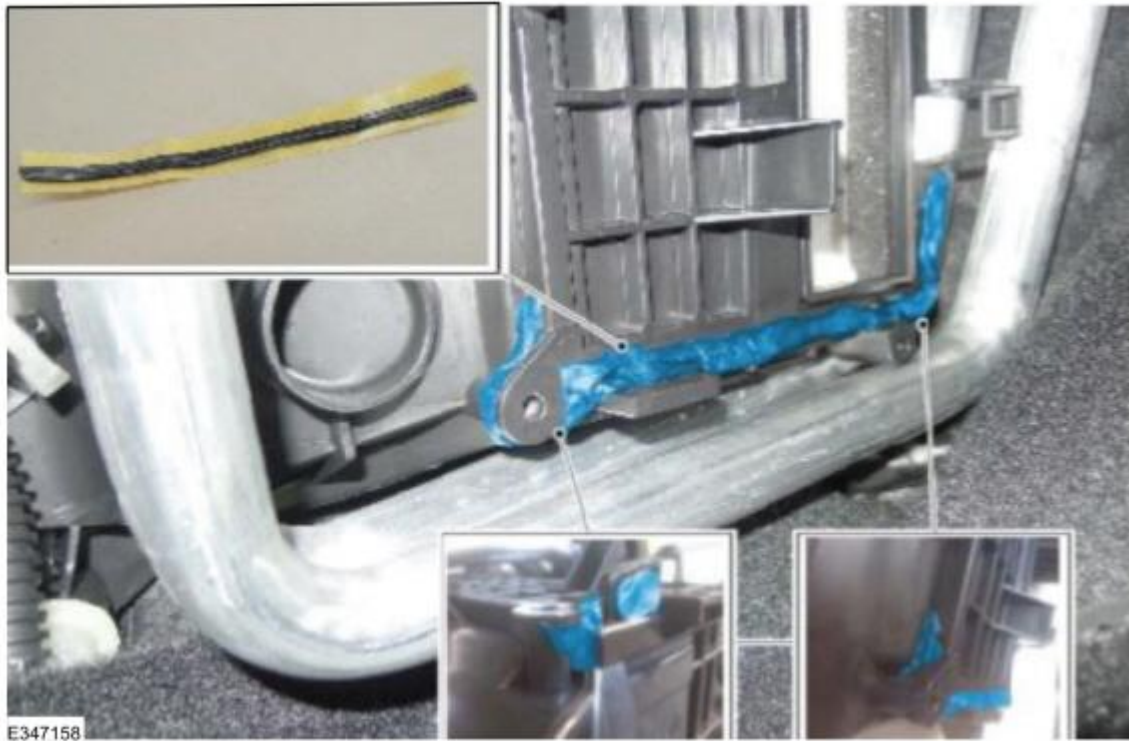
9. Obtain butyl tape.

10. Press the butyl tape into the groove of the evaporator cover.

(1). Cut a piece of butyl tape to cover the area shown in Figure 8.

(2). Press the butyl tape around front/rear corner and into the hole. (Figure 8)

Figure 8



11. To install, reverse the removal procedure.

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