



TECHNICAL SERVICE BULLETIN

Front Seat Cushion Sagging - Built On Or Before 11-Feb-2021

22-2263

28 July 2022

This bulletin supersedes 21-2353.

Model:

Ford 2019-2021 Transit	Built on or before 11-Feb-2021
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Summary

This article supersedes TSB 21-2353 to update the Service Procedure.

Issue: Some 2019-2021 Transit vehicles built on or before 11-Feb-2021 may experience a front seat cushion sagging. To correct this condition, follow the Service Procedure to replace the suspension mat assembly and install additional webbing strap assemblies to the seat frame.

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

- 2019-2021 Transit
- Built on or before 11-Feb-2021
- Seat cushion sagging

Parts

Service Part Number	Quantity	Description	Unit of Issue	Piece Quantity
LK4Z-61632A22-C	1	Front Seat Cushion Repair Kit	1	1
LK4Z-6162948-A	2	Front Seat Cushion Strap	1	2
CK4Z-9961711-F	1	Seat Track Assembly	1	1

Quantity refers to the amount of the service part number required to repair the vehicle.

Unit of Issue refers to the number of individual pieces included in a service part number package.

Piece Quantity refers to the total number of individual pieces required to repair the vehicle.

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
2019-2021 Transit: Install The Seat Cushion Service Kit In The Right Front Seat Includes Time To Remove And Install Seat (Can Be Claimed With Operation D) (Do Not Use With Any Labor Operations Outside Of This Article)	222263A	0.9 Hrs.
2019-2021 Transit: Install The Seat Cushion Service Kit In The Left Front Seat Includes Time To Remove And Install Seat (Can Be Claimed With Operation D) (Do Not Use With Any Labor Operations Outside Of This Article)	222263B	0.9 Hrs.
2019-2021 Transit: Install The Seat Cushion Service Kit In Both Right And Left Front Seats Includes Time To Remove And Install Seats (Can Be Claimed With Operation D Or E) (Do Not Use With Any Labor Operations Outside Of This Article)	222263C	1.6 Hrs.
2019-2021 Transit: Additional Time To Be Used When Seat Track Assembly Is Replaced One (1) Front Seat (Can Be Claimed With Operation A-C) (Do Not Use With Any Labor Operations Outside Of This Article)	222263D	0.4 Hrs.

Repair/Claim Coding

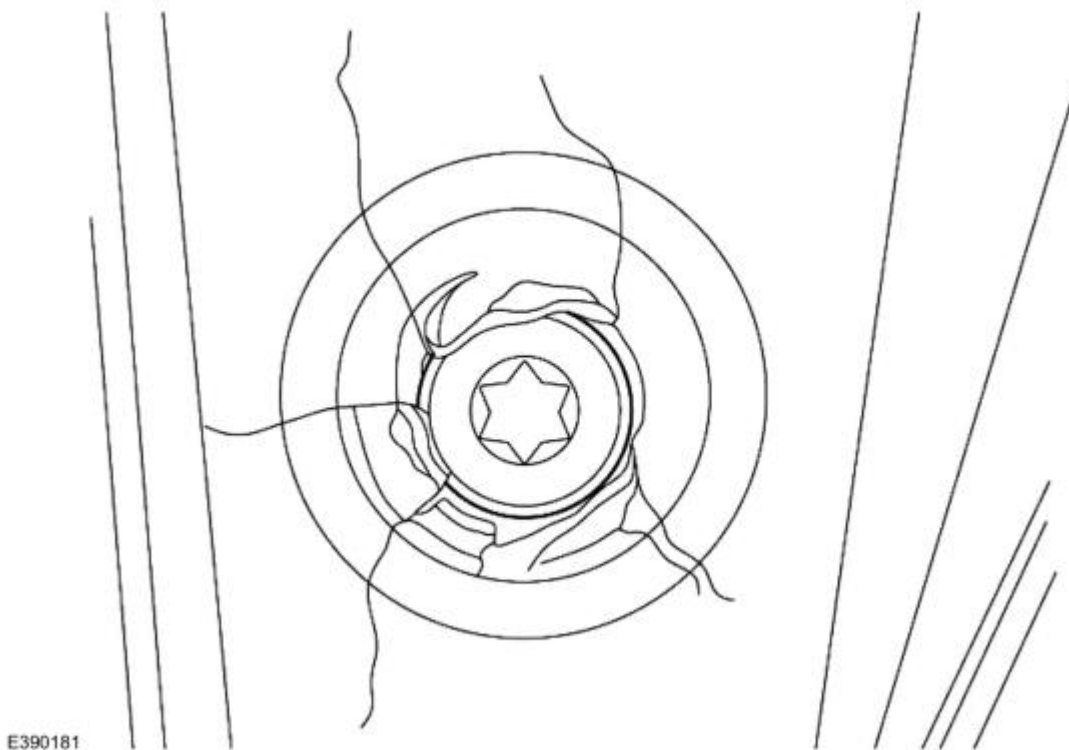
Causal Part:	9961711
Condition Code:	01

Service Procedure

1. Remove the affected seat and seat cover/cushion assembly. Refer to Workshop Manual (WSM), Section 501-10A.
2. Inspect the seat cushion pad and seat cushion cover for damage, replace as required. Refer to WSM, Section 501-10A. Is the seat pan damaged?

NOTE: Small cracks around the bolt are considered normal. (Figure 1)

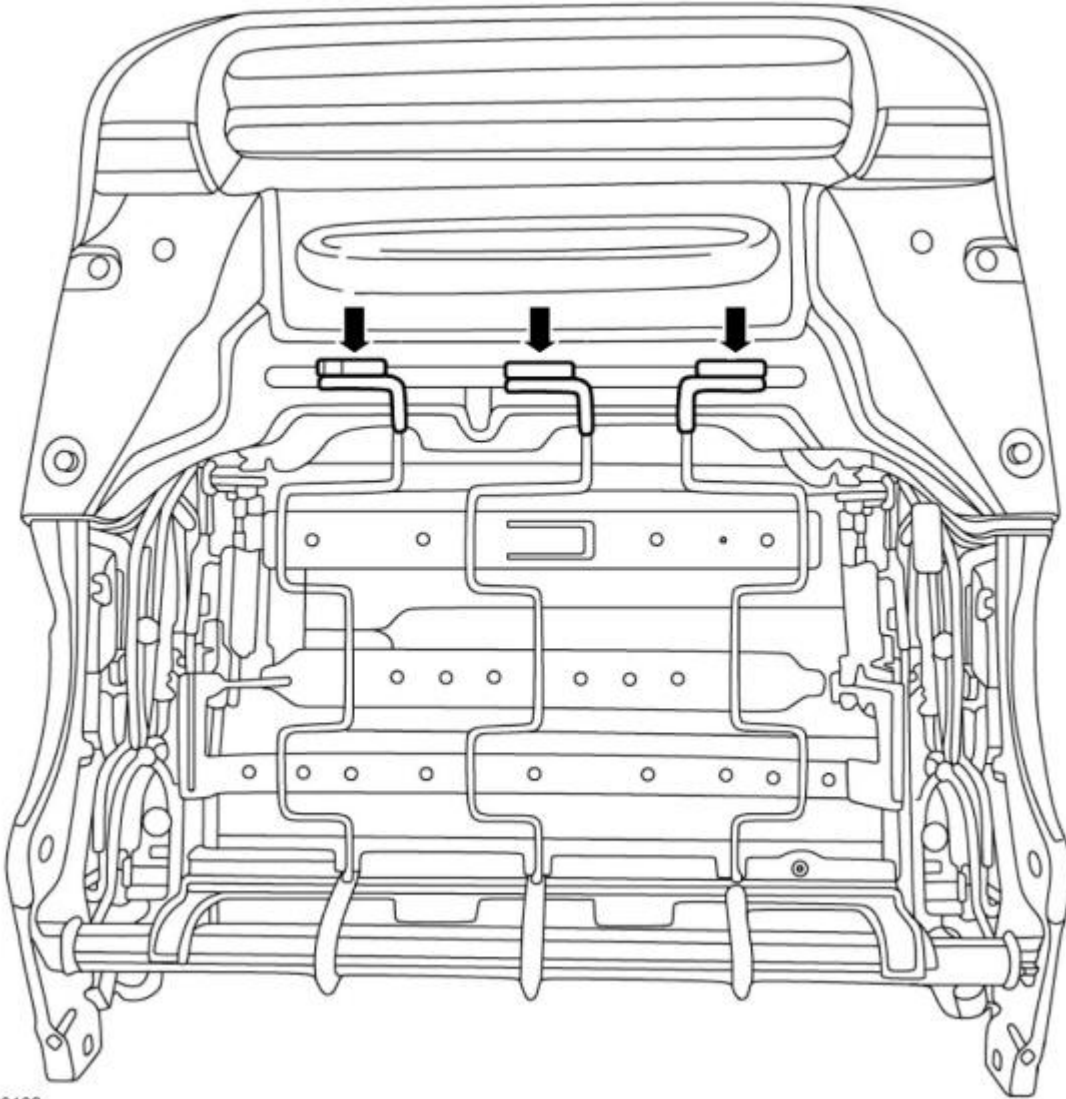
Figure 1



E390181

- (1). Yes - replace the seat track assembly. Refer to WSM, Section 501-10A Front Seats > Removal and Installation > Front Seat Track. Install 2 webbing straps in Step 4.
 - (2). No - proceed to Step 3.
3. Remove the damaged suspension mat assembly.
 - (1). Remove all wire harness attachments (fir trees) from the suspension mat assembly.
 - (2). Disengage the 3 suspension mat assembly forward attachments from the cushion pan. (Figure 2)

Figure 2



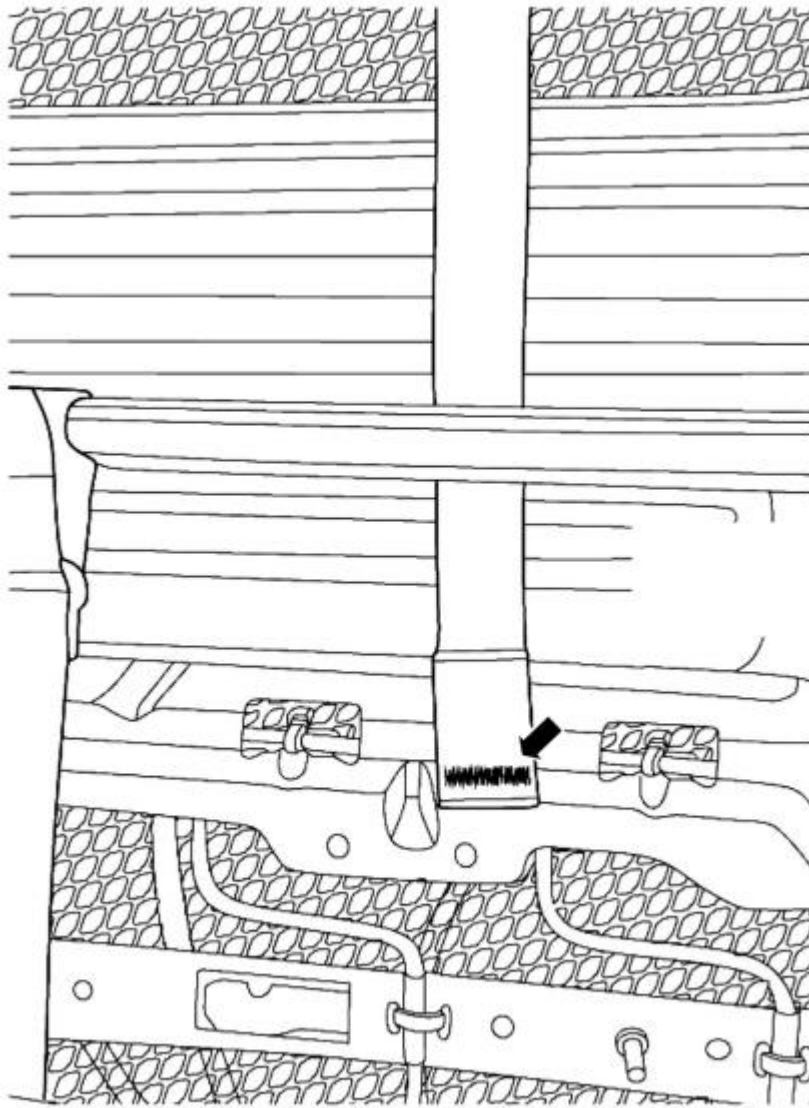
E390182

(3). Remove the suspension mat assembly 3 rearward attachments. The suspension mat assembly has a snap fit on the rear tube. (Figure 2)

4. Install the webbing strap assemblies. Installation shown from the under-side of cushion assembly.

(1). With the red thread visible, route the end of the webbing strap assembly without the metal ring between the cushion pan and the front cross-car tube. (Figure 3)

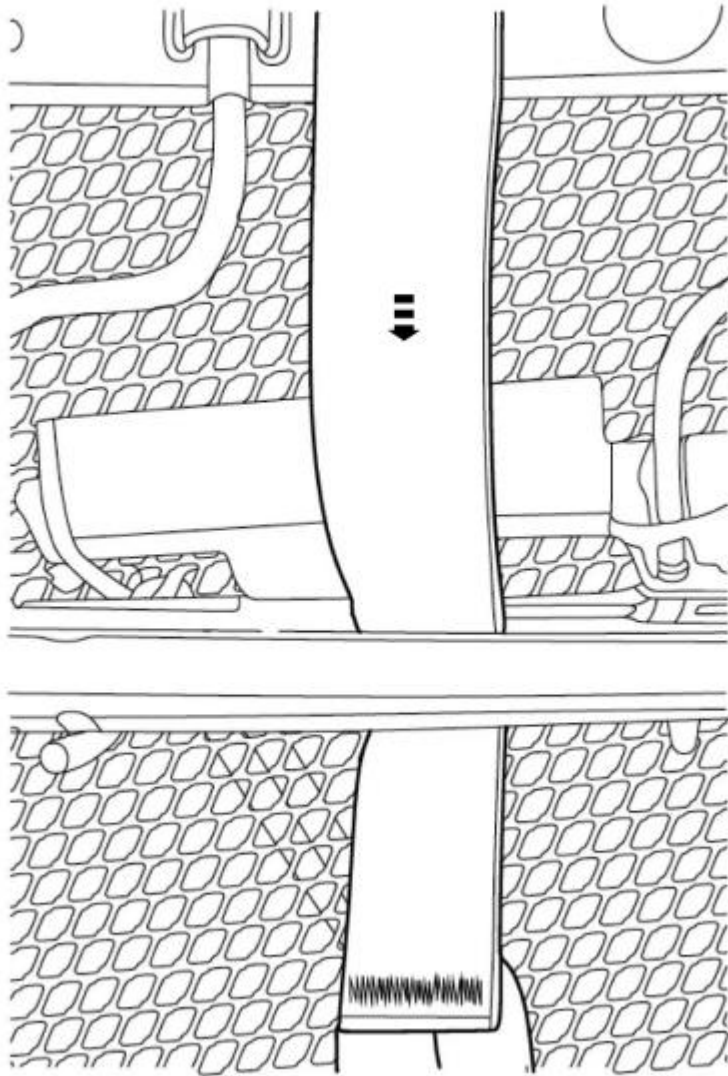
Figure 3



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(2). Continue rearward and route the webbing strap assembly between the suspension mat assembly and the rear tube. (Figure 4)

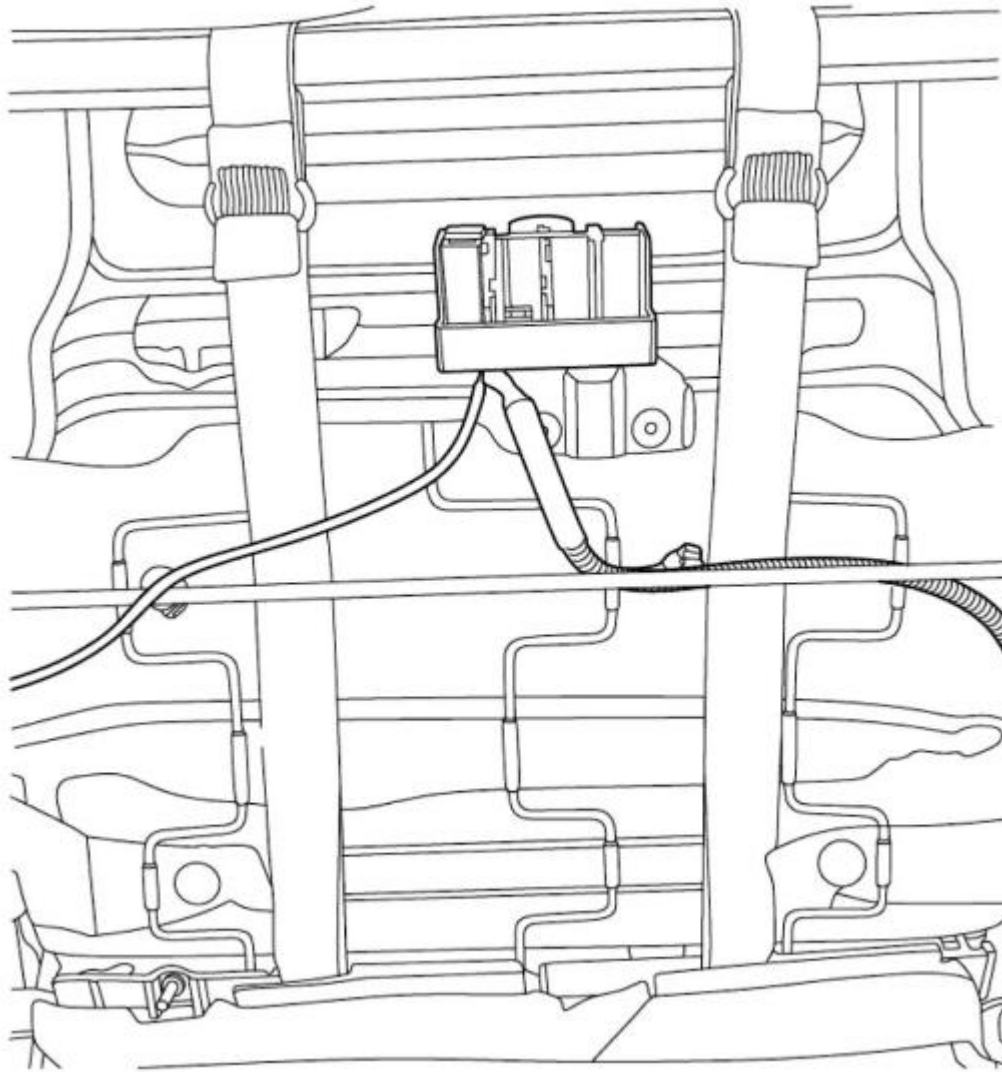
Figure 4



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(3). Make sure all electrical harnesses are below the webbing. The final assembly will have the suspension mat on top (closest to the seat cushion), then the webbing straps, and then the wire harnesses on the bottom. (Figure 5)

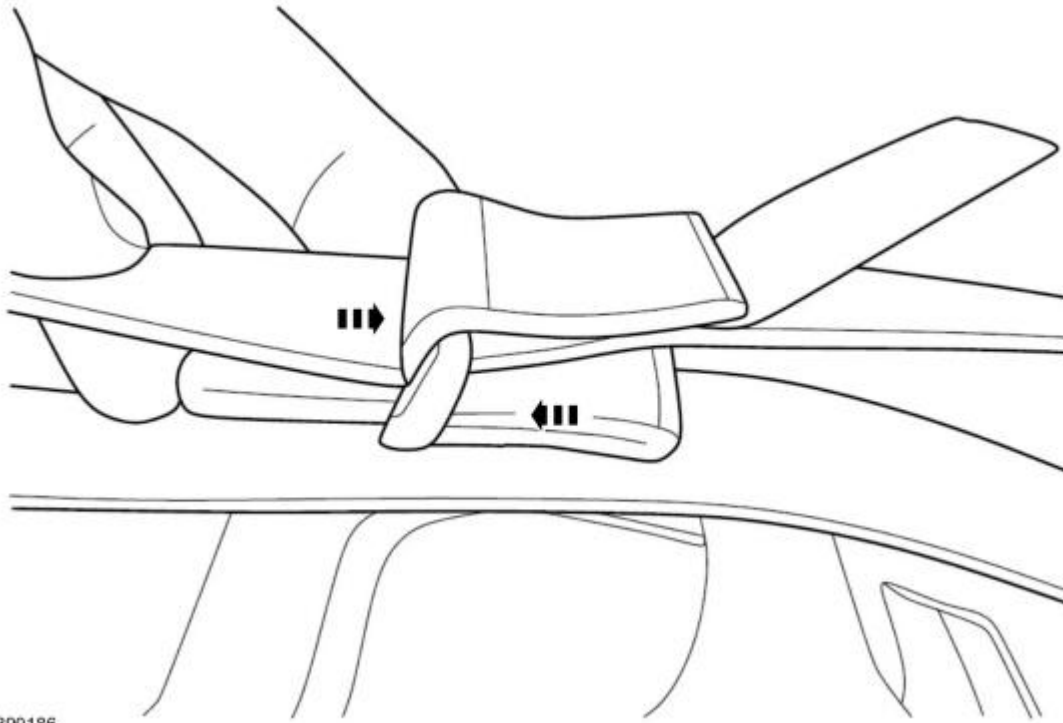
Figure 5



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(4). Bring the webbing strap assembly to the metal ring and insert it. After the fold is all the way through the ring, pull back and to position the retention fold. (Figure 6)

Figure 6

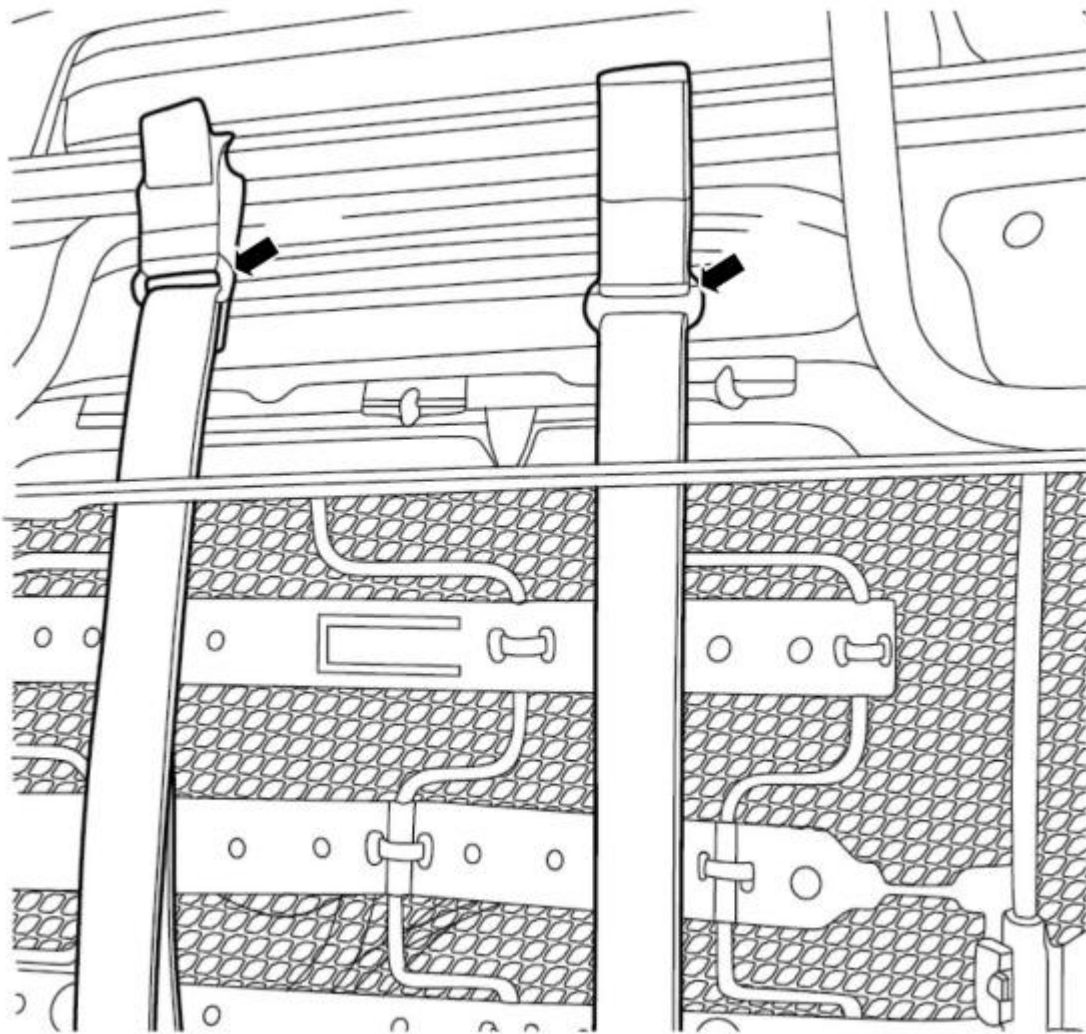


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(5). Repeat process to install the 2nd webbing strap assembly.

(6). The metal ring should be positioned forward in vehicle. (Figure 7)

Figure 7

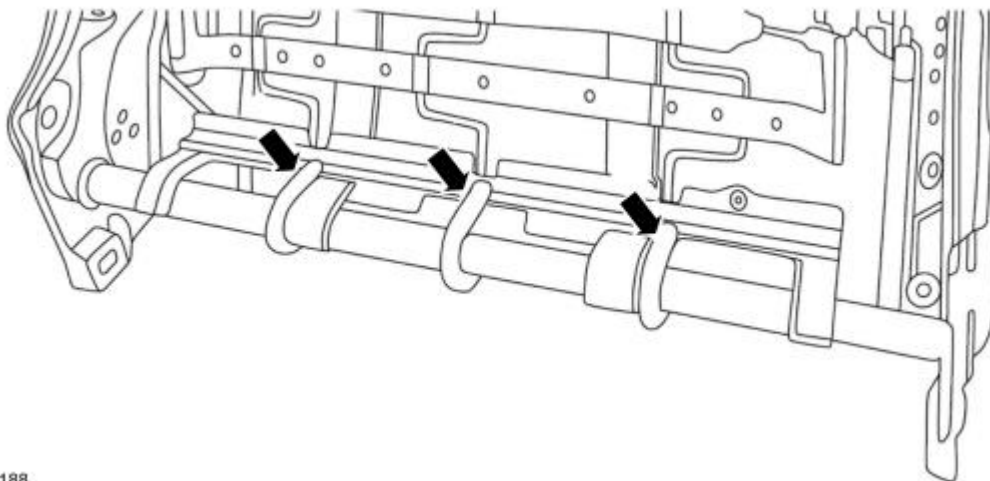


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5. Install the new suspension mat assembly from the service kit.

- (1). Locate the suspension mat to the cushion and webbing assembly.
- (2). At the rear tube verify that the one webbing is located between the left and center suspension attachment and the other is between the center and right suspension attachment. (Figure 8)

Figure 8

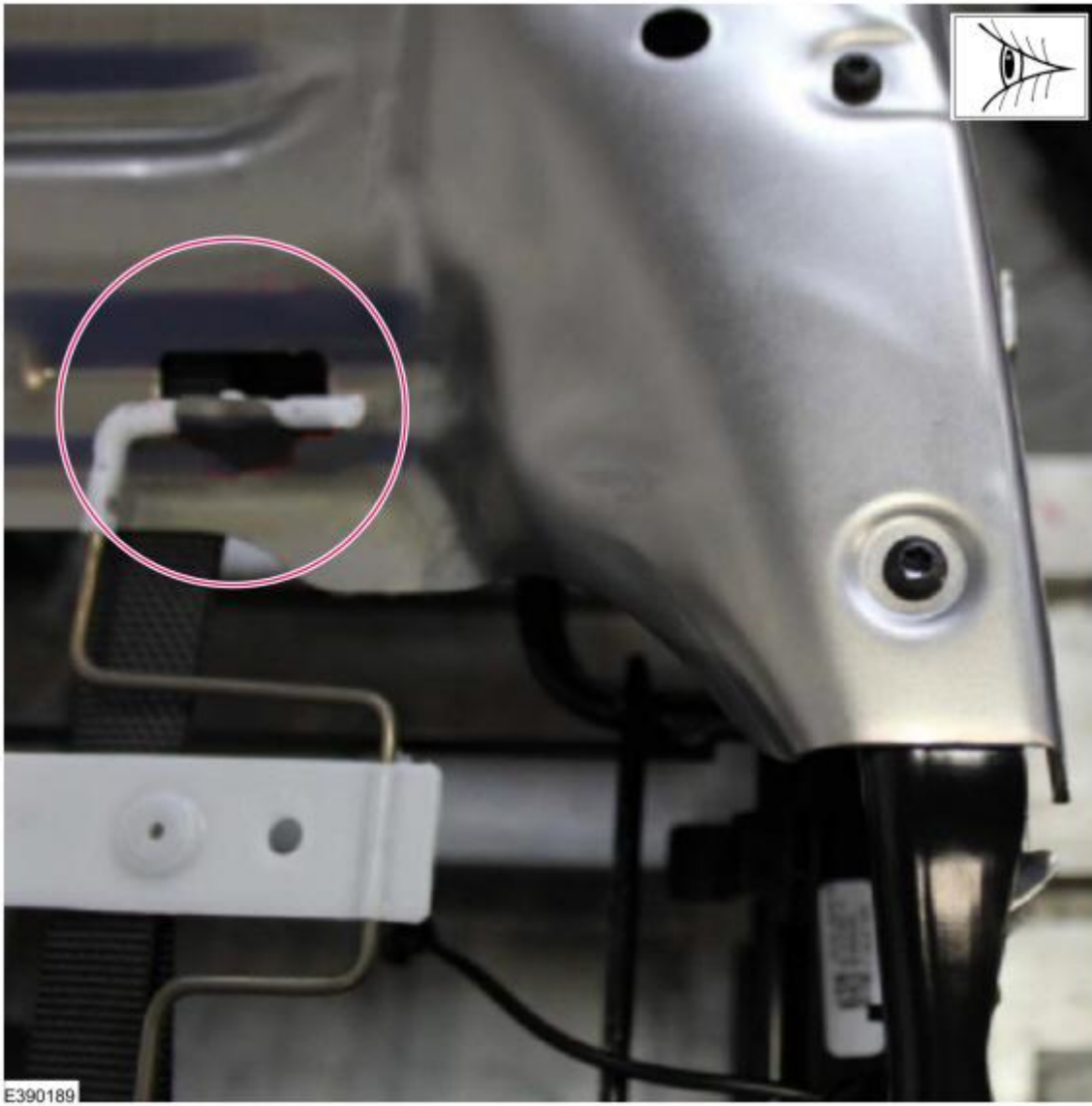


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- (3). Apply force to secure the rear attachment features. Attachment feature is a snap-on.

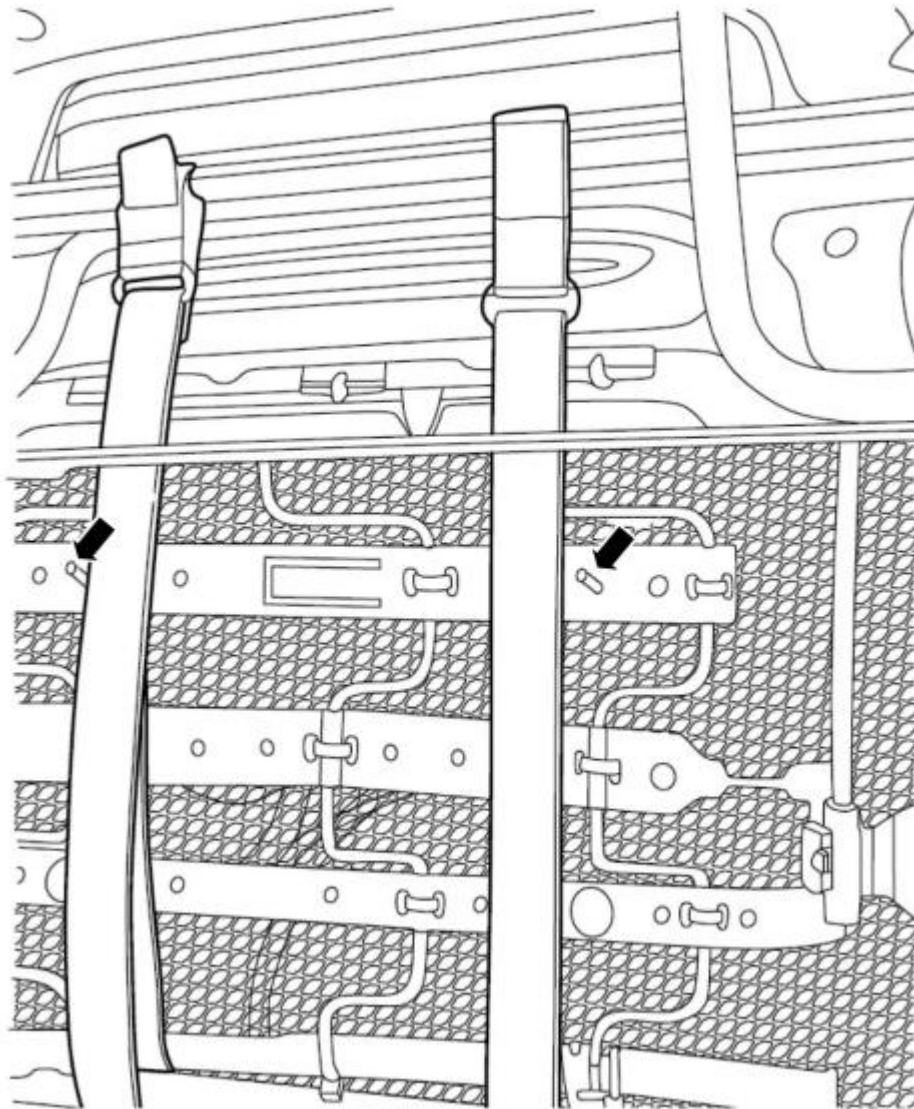
(4). Secure the front of the suspension mat to the retaining tabs on the cushion pan (no tools required). (Figure 9)

Figure 9



(5). Verify the cross-car position of the webbings. The position should be aligned with the stud on the suspension mat. (Figure 10).

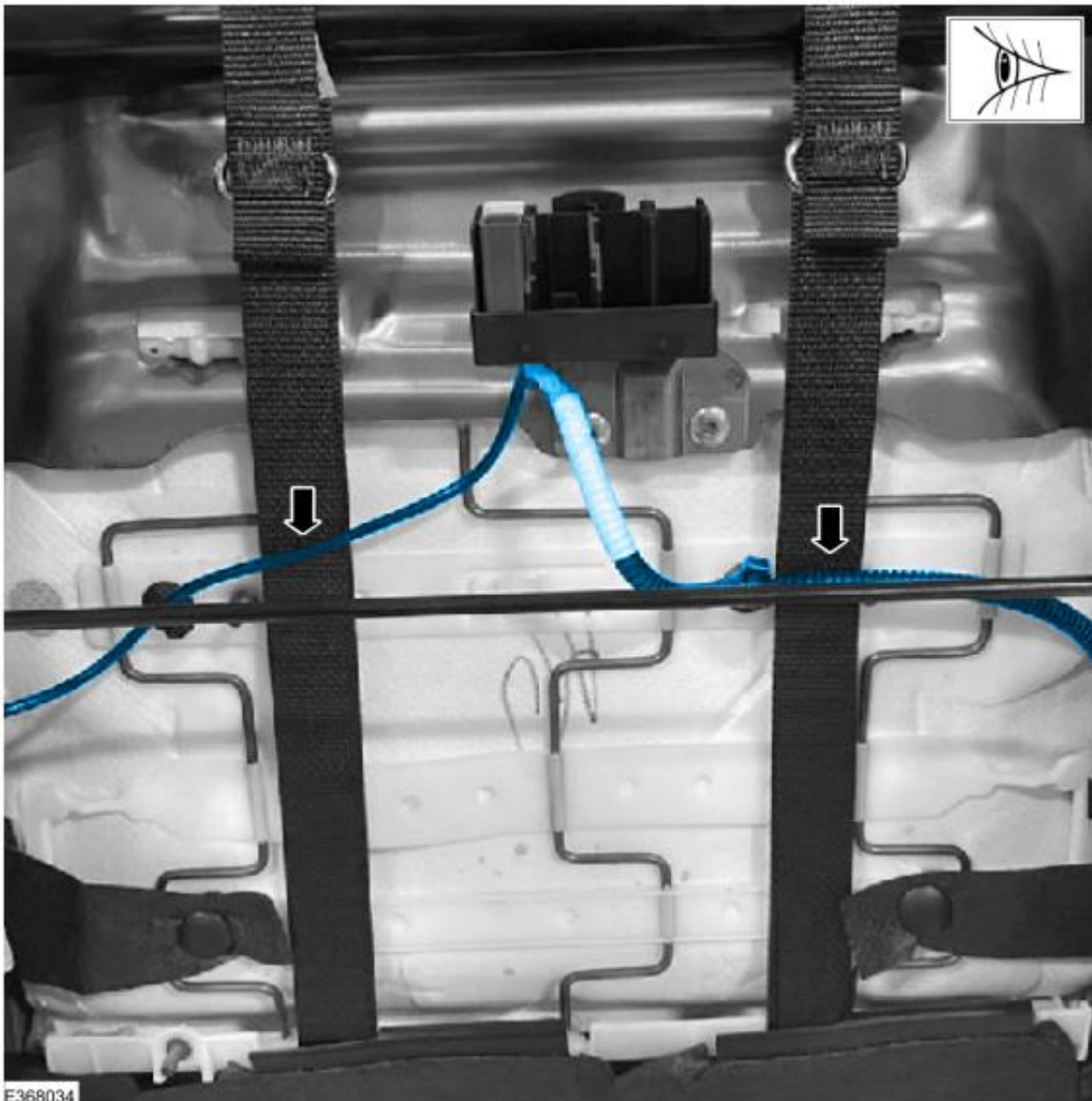
Figure 10



(6). Secure the wire harness(es) to the suspension mat. (Figure 11)

NOTE: Make sure all electrical harnesses hang below the webbing and not between the webbing and suspension mat. When the final assembly is installed in the vehicle, it will have the suspension mat on top (closest to the cushion), then the webbing straps, and then the wire harnesses on the bottom. (Figure 5)

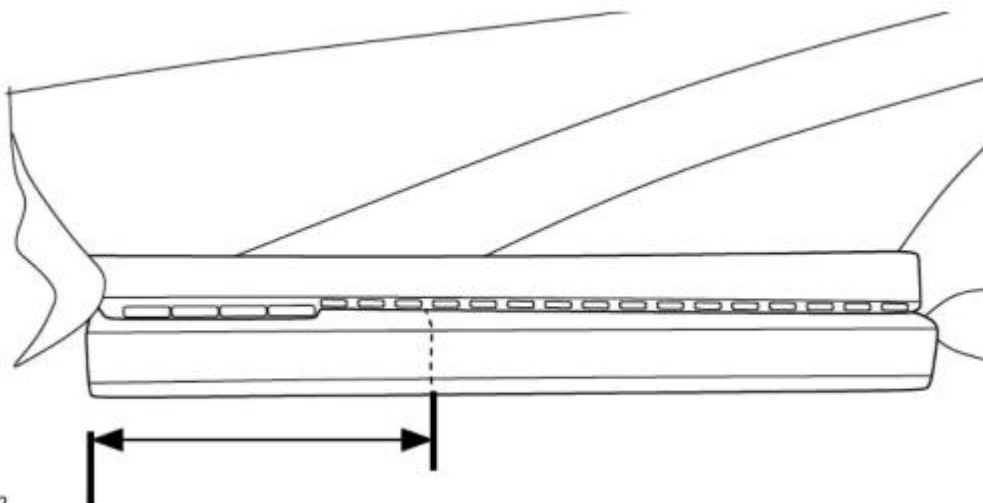
Figure 11



6. Notch the cushion trim rear j-retainers for clearance to the webbings.

(1). Measure 1 3/4 in. (45 mm) and cut with a knife along the dotted line. (Figure 12)

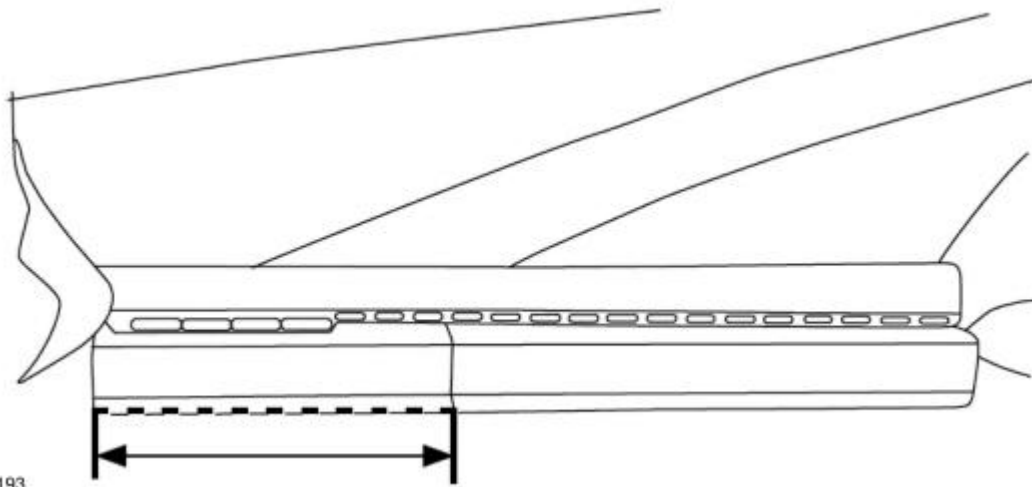
Figure 12



E390192

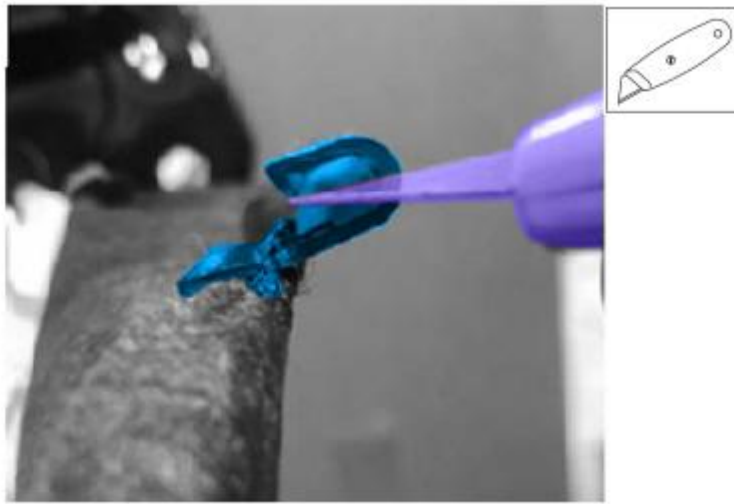
(2). Cut along the dotted line (Figures 13-14), perpendicular to the previous cut, so that the portion of the J retainer in Figures 15 and 16 can be removed.

Figure 13



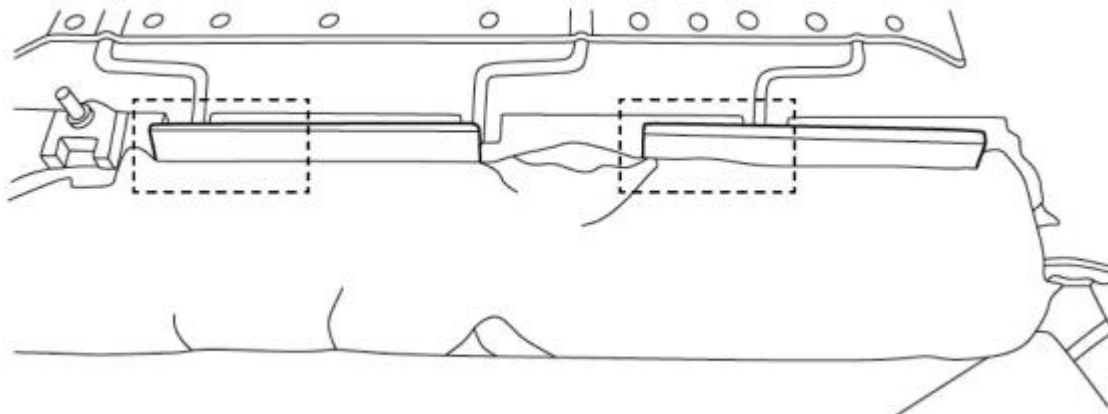
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Figure 14



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Figure 15



E390194

Figure 16



E390195

7. Reinstall the affected seat cover/cushion assembly and seat. Refer to WSM, Section 501-10A.

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