# TECHNICAL SERVICE BULLETIN
# One Or More Power Door Locks Inoperative

**22-2394**
21 October 2022

This bulletin supersedes 21-2207.

**Model:**

| |
|---|
| **Ford**<br>2019-2020 F-150 |
| 2019-2020 F-Super Duty |

**Summary**

This article supersedes TSB 21-2207 to update the Service Procedure.

**Issue:** Some 2019-2020 F-150 and F-Super Duty vehicles may exhibit one or more power door locks inoperative. This concern may be due to a power door lock actuator. To correct the condition, follow the Service Procedure to replace the affected actuator.

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

- 2019-2020 F-150/F-Super Duty
- One or more power door locks inoperative

**Parts**

| Service Part Number | Quantity | Description |
|---|---|---|
| 6L2Z-78218A42-B | 1 | Right Hand Side Door Lock Actuator |
| 6L2Z-78218A43-B | 1 | Left Hand Side Door Lock Actuator |
| LL3Z-15264B28-A | 1 | Exterior Door Handle Cable Wiper Clip |

**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 |
|---|---|---|
| 2019-2020 F-150, F-Super Duty: Diagnose And Replace One (1) Front Door Lock Actuator (Can be Claimed With C Or D And E) | 222394A | 1.4 Hrs. |
| 2019-2020 F-150, F-Super Duty: Diagnose And Replace Both (2) Front Door Lock Actuators (Can be Claimed With C Or D And E) | 222394B | 2.6 Hrs. |
| 2019-2020 F-150, F-Super Duty Super Crew: Diagnose And Replace One (1) Rear Door Lock Actuator (Can be Claimed With A Or B And E) | 222394C | 1.2 Hrs. |
| 2019-2020 F-150, F-Super Duty Super Crew: Diagnose And Replace Both (2) Rear Door Lock Actuators (Can be Claimed With A Or B And E) | 222394D | 2.1 Hrs. |
| 2020 F-Super Duty: Additional Time To Reprogram The BCM (Can Be Claimed With Operation A-D) | 222394E | 0.3 Hrs. |

**Repair/Claim Coding**

| | |
|---|---|
| Causal Part: | 78218A43 |
| Condition Code: | 42 |

## Service Procedure

**1.** Is the affected power door lock intermittently inoperative only during freezing weather?

(1). Yes - proceed to Step 3.

(2). No - proceed to Step 2.

**2.** Diagnose the affected door lock using Workshop Manual (WSM) Section 501-14, Diagnosis and Testing > Pinpoint Test J for F-150 / Pinpoint Test K for F-Super Duty. Does the pinpoint test indicate a power door lock actuator concern?

(1). Yes - proceed to Step 3.

(2). No - this article does not apply. Refer to WSM, Section 501-14 for further diagnostics.

**NOTE: When removing the door latch for power door lock actuator replacement, it is not necessary to remove the cables from the latch assembly.**

**NOTE: If a cable wiper clip is present on the exterior door handle cable end, remove and discard the cable wiper clip and install a new cable wiper clip during reassembly. (Figure 1)**

Figure 1

**3.** Replace the affected power door lock actuator.

(1). For front doors, refer to WSM, Section 501-14 > Removal and Installation > Front Door Lock Actuator.

(2). For rear doors, refer to WSM, Section 501-14 > Removal and Installation > Rear Door Lock Actuator - Super Crew.

**4.** Is the vehicle a 2020 F-Super Duty?

(1). Yes - reprogram the body control module (BCM) with the latest software level of the Ford Diagnosis and Repair System (FDRS) scan tool.

(2). No - repair is complete.

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