



TECHNICAL SERVICE BULLETIN

Lumbar Settings Not Populating In the Center Display Screen And/Or Inoperative Seat Adjustment - Built On 19-Apr-2022 And Through 11-Jul-2022

22-2418

15 November
2022

Model:

Lincoln 2022 Aviator	Built on 19-Apr-2022 and through 11-Jul-2022
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Issue: Some 2022 Aviator vehicles built on 19-Apr-2022 and through 11-Jul-2022 may exhibit the seat lumbar settings not populating in the center display screen. The customer may also indicate that the headrest moves the opposite way of the front seat control switch input and/or the front seat control switch hot keys are inoperative. This may be due an incompatibility between the seat switches, headrest, and software in the driver front seat module (DSM) and/or the passenger front seat module (SCMB). To correct the condition, follow the Service Procedure to verify the correct parts are installed in the vehicle and the software is correct.

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

- 2022 Aviator
- Built on 19-Apr-2022 and through 11-Jul-2022
- Lumbar adjustment setting not populating on the center display screen

Parts

Service Part Number	Quantity	Description
LC5Z-14A701-CA	1	30-Way Seat Switch, Right Side
LC5Z-14A701-CB	1	30-Way Seat Switch, Left Side
NC5Z-14A701-AA	1	12-Way Seat Switch, Right Side
NC5Z-14A701-AB	1	12-Way Seat Switch, Left 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
2022 Aviator: Inspect The Front Head Restraint And The Front Seat Control Switch One (1) Front Seat, Includes Time To Replace The Switch And Reconfigure DSM Or SCMB (Do Not Use With Any Other Labor Operations)	222418A	0.6 Hrs.
2022 Aviator: Inspect The Front Head Restraint And The Front Seat Control Switches Both (2) Front Seats, Includes Time To Replace The switches And Reconfigure DSM/SCMB (Do Not Use With Any Other Labor Operations)	222418B	0.8 Hrs.

Repair/Claim Coding

Causal Part:	78611A09
Condition Code:	42

Service Procedure

1. Visually inspect the front head restraint. Is the vehicle equipped with a first generation head restraint (Figure 1) or a second generation head restraint (Figure 2)?

Figure 1 - First generation head restraint



Figure 2 - Second generation head restraint



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- (1). Equipped with a first generation head restraint - proceed to Step 2.
 - (2). Equipped with a second generation head restraint - this article does not apply. Refer to Workshop Manual (WSM), Section 501-10A for normal diagnostics.
2. Remove the affected front seat control switch. Refer to WSM, Section 501-10.
 3. Check the front seat control switch part number. Refer to Table 1. Is the correct part number installed?
 - (1). Yes - reinstall the front seat control switch. Proceed to Step 4.
 - (2). No - replace the affected front seat control switch. Refer to WSM, Section 501-10. Proceed to Step 4.

Seat Type	Driver Switch Service Part Number	Passenger Switch Service Part Number	Driver Seat Switch Engineering Part Number	Passenger Seat Switch Engineering Part Number
12-way	NC5Z-14A701-AB	NC5Z-14A701-AA	NC5T-14B709-AA3JA6	NC5T-14A701-AA3JA6
30-way	LC5Z-14A701-CB	LC5Z-14A701-CA	LC5T-14B709-CB3JA6	LC5T-14A701-CB3JA6

4. Reconfigure and reprogram the DSM and SCMB with the programmable module installation (PMI) application using the latest software level of the Ford Diagnosis and Repair System (FDRS).
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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.