



TECHNICAL SERVICE BULLETIN

Delivery/Courier Usage Only - Various Supplemental Restraint System (SRS) DTCs

23-2230

01 November
2023

Model:

Ford
2019-2020 Transit

Issue: Some 2019-2020 Transit vehicles may exhibit various SRS diagnostic trouble codes (DTCs) when used as delivery and/or courier vehicle. This may be due to repeated rear entry of the vehicle by crossing between the front seats or stepping in the center portion of the floor near the restraints control module (RCM). To correct the condition, follow the Service Procedure to install a revised wiring harness pigtail for connection to the RCM.

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

- 2019-2020 Transit
- Various DTCs stored in RCM
- Used as delivery and/or courier vehicle
- Vehicle user (driver) frequently crossing between seats or stepping in middle of the floor near the RCM

Parts

Service Part Number	Quantity	Description	Unit of Issue	Piece Quantity
PK4Z-14K155-D	1	Wiring Harness Pigtail	1	1
3U2Z-14A088-AB	11	Splice Kit	5	54

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
2019-2020 Transit: Inspect RCM Connectors And Wiring (Pass) Article Does Not Apply (Do Not Use With Any Other Labor Operations)	MT232230A	Actual Time

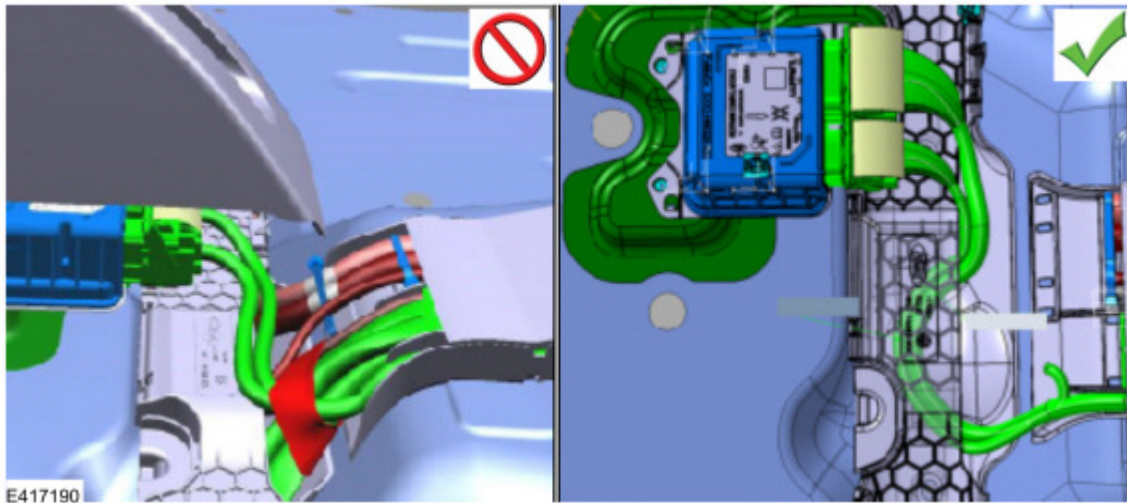
Repair/Claim Coding

Causal Part:	14401
Condition Code:	01

Service Procedure

1. Access the RCM and connector C310A and C310B. Refer to Workshop Manual (WSM), Section 501-20B.
2. Inspect the RCM connectors C310A and C310B for any broken hard shell, latches, pins and/or wiring. Is there any damage detected in the connectors?
 - (1). Yes - proceed to Step 3.
 - (2). No - this article does not apply. Refer to WSM for normal diagnostics.
3. Replace the RCM connectors C310A and C310B and/or associated wiring with the wiring harness pigtail.
 - (1). Lengthen the amount of wiring on the wiring harness pigtail to reroute the harness and prevent a recurrence of the issue when a user crosses or steps on the RCM location. (Figure 1) Do not shorten the wiring harness pigtail.

Figure 1



4. Reassemble the vehicle. Refer to WSM, Section 501-20B.

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.