



TECHNICAL SERVICE BULLETIN

Exterior Rearview Mirror Replacement Wiring Information

20-2386
09 November 2020

Model:

Lincoln 2013-2020 MKZ

Issue: Some 2013-2020 MKZ vehicles may need the exterior rear view mirror replaced. The replacement exterior mirror will have different wiring than the original exterior rear view mirror. Follow the Service Procedure steps below to modify the vehicle-side wiring harness to accept the replacement exterior rear view mirror wiring.

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

- 2013-2020 MKZ
- The vehicle's original exterior rear view mirror needs replacement

NOTE: Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated. "As Needed" indicates the part is required but the number may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 1.

Parts

Part Number	Description	Quantity
FU2Z-14S411-CA	Gray Male 8-Pin Pigtail Kit	1
FU2Z-14S411-DC	Black Male 8-Pin Pigtail Kit	1
NAI837X	Coroplast Electrical Wire Harness Tape (Rotunda)	As Needed

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
2013-2020 MKZ: Replace The Electrical Connectors On One (1) Exterior Mirror (Do Not Use With Any Other Labor Operations)	202386A	3.0 Hrs.
2013-2020 MKZ: Replace The Electrical Connectors On Both (2) Exterior Mirrors (Do Not Use With Any Other Labor Operations)	202386B	5.4 Hrs.

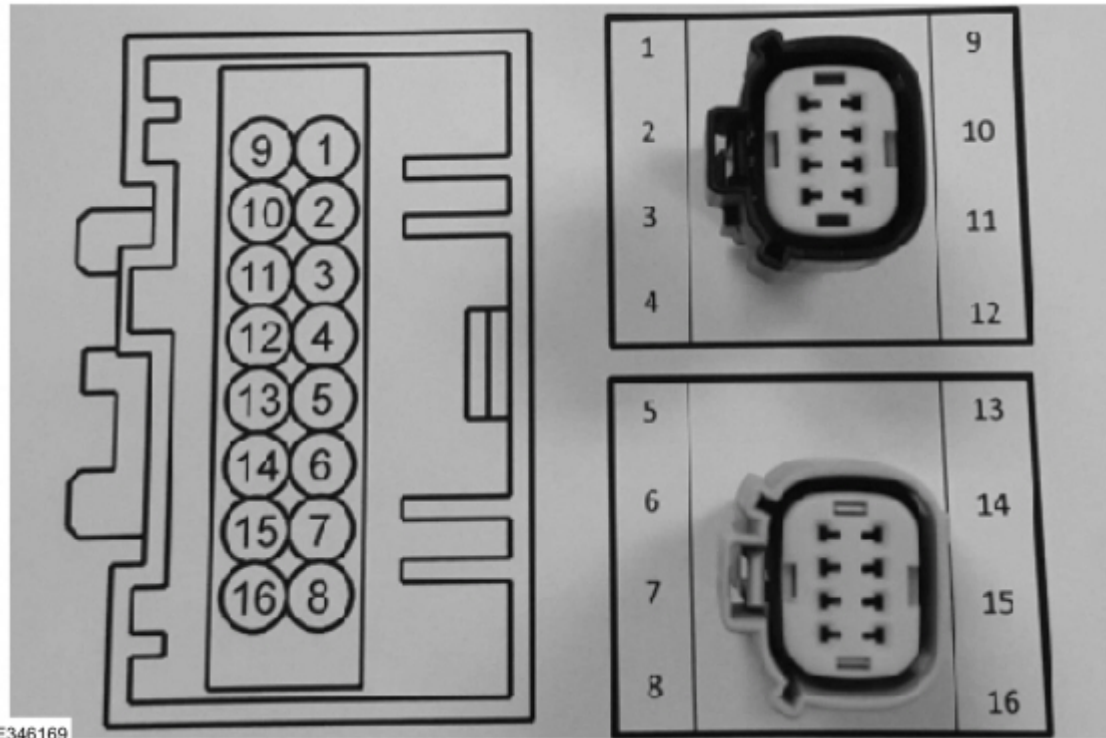
Repair/Claim Coding

Causal Part:	17683
Condition Code:	42

Service Procedure

1. Remove the affected exterior rear view mirror. Refer to Workshop Manual (WSM), Section 501-09.
2. Remove the original 16-pin door harness mirror connector. To remove the connector, follow the wiring repair kit instructions included with the pigtail kit (Figure 1) and cut the wires 13 mm (1/2 inch) from the connector and splice to the 8-pin gray and 8-pin black female connector pigtails.
 - (1). To gain enough access to perform the splices, pull the harness connector through the wire harness grommet hole below the access hole for the mirror bolts.
 - (2). Using a small flat head screwdriver, remove the white christmas tree body-to-connector retainer from the original connector and install it on the replacement gray female connector.
 - (3). Tape the female connectors together using electrical or foam tape.

Figure 1



3. Install the new exterior rear view mirror. Refer to WSM, Section 501-09.

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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.