



TECHNICAL SERVICE BULLETIN

One Or More Power Door Locks Inoperative

21-2207
06 July 2021

Model:

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|------------------------|
| Ford |
| 2019-2020 F-150 |
| 2019-2020 F-Super Duty |

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 steps to replace the affected actuator.

Action: Follow the Service Procedure steps 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

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 |
|-----------------|---------------------------------------|---------------------|
| 6L2Z-78218A42-B | Right Hand Side Door Lock Actuator | 1 Per Affected Lock |
| 6L2Z-78218A43-B | Left Hand Side Door Lock Actuator | 1 Per Affected Lock |
| LL3Z-15264B28-A | Exterior Door Handle Cable Wiper Clip | 1 Per Affected Lock |

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 F150, F-Super Duty: Diagnose And Replace One (1) Front Door Lock Actuator (Can be Claimed With C Or D And E) | 212207A | 1.4 Hrs. |
| 2019-2020 F150, F-Super Duty: Diagnose And Replace Both (2) Front Door Lock Actuators (Can be Claimed With C Or D And E) | 212207B | 2.6 Hrs. |
| 2019-2020 F150, F-Super Duty Super Crew: Diagnose And Replace One (1) Rear Door Lock Actuator (Can be Claimed With A Or B And E) | 212207C | 1.2 Hrs. |
| 2019-2020 F150, F-Super Duty Super Crew: Diagnose And Replace Both (2) Rear Door Lock Actuators (Can be Claimed With A Or B And E) | 212207D | 2.1 Hrs. |
| 2020 F-Super Duty: Additional Time To Reprogram The BCM (Can Be Claimed With Operation A-D) | 212207E | 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. 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)



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 appropriate Ford diagnostic scan tool.
 - (2). No - repair is complete.

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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.