



TECHNICAL SERVICE BULLETIN

Difficulty Unlatching Or Latching And/Or Locking Or Unlocking Doors - Built On Or Before 7-Jun-2020

21-2275
19 August
2021

This bulletin supersedes 20-2421. Reason for update: Concern Carryover to New Model

Model:

Ford 2018-2020 Expedition
Lincoln 2018-2020 Navigator

Summary

This article supersedes TSB 20-2421 to update the vehicle model years affected.

Issue: Some 2018-2020 Expedition/Navigator vehicles built on or before 7-Jun-2020 may exhibit a difficulty unlatching or latching doors and/or locking or unlocking doors. This may be due to water intrusion into the door handle cables. To correct the condition, follow the Service Procedure steps to replace the mini latch module assembly.

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

- 2018-2020 Expedition/Navigator
- Built on or before 7-Jun-2020
- Difficulty latching or unlatching and/or locking or unlocking any door

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
JL1Z-78219A64-C	Left Front Door Latch (Expedition, Non-Passive Entry Passive Start [PEPS], Built On Or Before 5-Feb-2018)	1
JL1Z-78219A65-C	Left Front Door Latch (Expedition, PEPS, Built On Or Before 5-Feb-2018)	1
JL7Z-7826412-G	Left Front Door Latch (Navigator, PEPS, Built On Or Before 5-Feb-2018)	1
KL1Z-78219A65-A	Left Front Door Latch (Expedition, Non-PEPS, Built On Or After 6-Feb-2018)	1
KL1Z-78219A65-B	Left Front Door Latch (Expedition, PEPS, Built On Or After 6-Feb-2018)	1
KL7Z-78219A65-A	Left Front Door Latch (Navigator, PEPS, Built On Or After 6-Feb-2018)	1
JL1Z-78219A64-D	Right Front Door Latch (Expedition, Non-PEPS, Built On Or Before 5-Feb-2018)	1
JL1Z-78219A65-D	Right Front Door Latch (Expedition, PEPS, Built On Or Before 5-Feb-2018)	1
JL7Z-7826413-G	Right Front Door Latch (Navigator, PEPS, Built On Or Before 5-Feb-2018)	1

KL1Z-78219A64-A	Right Front Door Latch (Expedition, Non-PEPS, Built On Or After 6-Feb-2018)	1
KL1Z-78219A64-B	Right Front Door Latch (Expedition, PEPS, Built On Or After 6-Feb-2018)	1
KL7Z-78219A64-A	Right Front Door Latch (Navigator, PEPS, Built On Or After 6-Feb-2018)	1
JL1Z-7826412-E	Left Rear Door Latch (Expedition, Non-PEPS, Built On Or Before 5-Feb-2018)	1
JL1Z-7826413-E	Left Rear Door Latch (Expedition, PEPS, Built On Or Before 5-Feb-2018)	1
JL7Z-78219A64-B	Left Rear Door Latch (Navigator, PEPS, Built On Or Before 5-Feb-2018)	1
KL1Z-7826413-A	Left Rear Door Latch (Expedition, Non-PEPS, Built On Or After 6-Feb-2018)	1
KL1Z-7826413-B	Left Rear Door Latch (Expedition, PEPS, Built On Or After 6-Feb-2018)	1
KL7Z-7826413-A	Left Rear Door Latch (Navigator, PEPS, Built On Or After 6-Feb-2018)	1
JL1Z-7826412-F	Right Rear Door Latch (Expedition, Non-PEPS, Built On Or Before 5-Feb-2018)	1
JL1Z-7826413-F	Right Rear Door Latch (Expedition, PEPS, Built On Or Before 5-Feb-2018)	1
JL7Z-78219A65-B	Right Rear Door Latch (Navigator, PEPS, Built On Or Before 5-Feb-2018)	1
KL1Z-7826412-A	Right Rear Door Latch (Expedition, Non-PEPS, Built On Or After 6-Feb-2018)	1
KL1Z-7826412-B	Right Rear Door Latch (Expedition, PEPS, Built On Or After 6-Feb-2018)	1
KL7Z-7826412-A	Right Rear Door Latch (Navigator, PEPS, Built On Or After 6-Feb-2018)	1

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
2018-2020 Expedition/Navigator: Replace The Door Latch Assembly On One (1) Front Door Following The Service Procedure (Can Be Claimed With Operation C Or D)	212275A	1.1 Hrs.
2018-2020 Expedition/Navigator: Replace The Door Latch Assembly On Both (2) Front Doors Following The Service Procedure (Can Be Claimed With Operation C Or D)	212275B	2.2 Hrs.
2018-2020 Expedition/Navigator: Replace The Door Latch Assembly On One (1) Rear Door Following The Service Procedure (Can Be Claimed With Operation A Or B)	212275C	0.7 Hrs.
2018-2020 Expedition/Navigator: Replace The Door Latch Assembly On Both (2) Rear Doors Following The Service Procedure (Can Be Claimed With Operation A Or B)	212275D	1.1 Hrs.

Repair/Claim Coding

Causal Part:	78221A00
Condition Code:	41

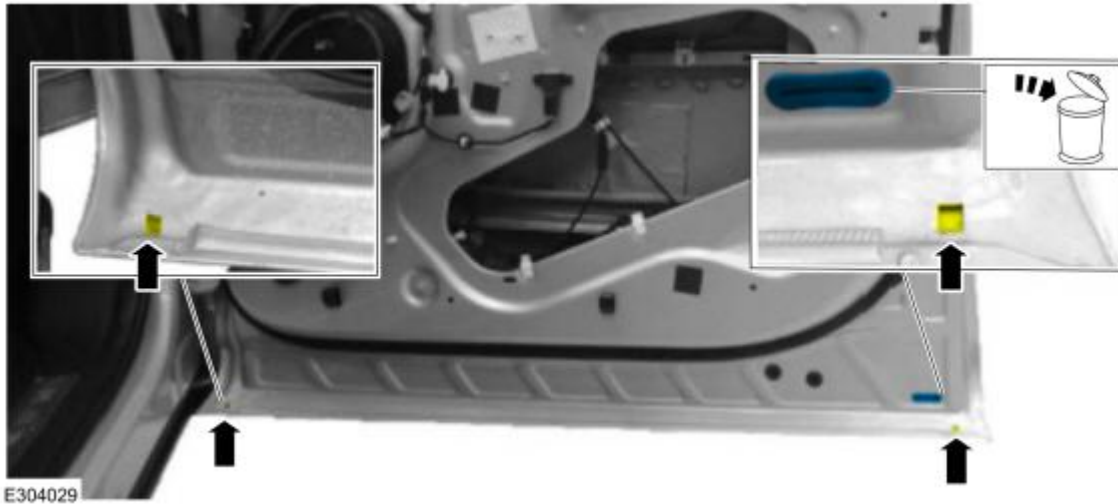
Service Procedure

1. Remove the affected door latch. Refer to Workshop Manual (WSM), Section 501-14. It is not necessary to disassemble the latch once it is removed from the vehicle. Do not attempt to reuse or replace individual components of the latch/bracket/cables.
2. Install the new mini latch module assembly. Refer to WSM, Section 501-14.

NOTE: Do not tamper with or alter the mini latch module in any way. The module must be installed as is.

3. For all affected doors, remove and discard the rubber drain plug using a plastic trim tool. Using compressed air, clean obstructions, debris, foreign material and residual water from all door drain holes. (Figure 1)

Figure 1



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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.