

SB-10054930-1306**FORD:**

2011-2013 Edge

2013 Explorer , Flex

LINCOLN:

2011-2013 MKX

2013 MKT

ISSUE

Some 2011-2013 Edge, MKX, 2013 Flex and MKT vehicles built on or before 7/15/2013, and 2013 Explorer vehicles built on or before 8/15/2013 may exhibit a door ajar lamp illuminated with all doors closed.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Is your dealer located in Canada?
 - a. Yes - replace the affected door latch per Workshop Manual (WSM), Section 501-14. The Canadian Essential Special Service Tool (ESST) is under development.
 - b. No - proceed to Step 2.
2. Remove the affected door latch. Refer to WSM, Section 501-14.
 - a. Use Integrated Diagnostic System (IDS) to identify the suspect door.
3. Connect ESST 501-408 to the door latch electrical connector.
4. Connect the ESST to the vehicle's 12-volt power supply.
5. Start the engine.
6. Turn ESST tool on.
 - a. Green light will verify the tool is powered on.
7. Actuate the door latch from the open to the closed position with a screwdriver or similar tool.
 - a. Two (2) clicks will confirm complete actuation.
8. Repeat step seven, twenty (20) times.
 - a. The latch must be cycled in this manner to make sure all electrical contacts are cleaned effectively and prevent a repeat repair.
9. Make sure the latch is left in the open position.
10. Install door latch. Refer to WSM, Section 501-14.

PART NUMBER	PART NAME
BT4Z-7821812-A	Door Latch Switch (Right Hand - Front Door - Keyless Entry - Key Fob/ID Card)— Edge / MKX

NOTE: The information contained 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, Lincoln, or Mercury 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 supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

PART NUMBER	PART NAME
BT4Z-7821813-A	Door Latch Switch (Left Hand - Front Door - Keyless Entry - Key Fob/ID Card)—Edge / MKX
8T4Z-7821812-A	Door Latch Switch (Right Hand - Front Door - Keyless Entry)—Edge / MKX
8T4Z-7821813-A	Door Latch Switch (Left Hand - Front Door - Keyless Entry)—Edge / MKX
8T4Z-7826412-A	Door Latch Switch (Right Hand - Rear Door)—Edge / MKX
8T4Z-7826413-A	Door Latch Switch (Left Hand - Rear Door)—Edge / MKX
DE9Z-7421812-B	Door Latch Switch (Right Hand - Front Door)—Flex / MKT
DE9Z-7421813-B	Door Latch Switch (Left Hand - Front Door)—Flex / MKT
8A8Z-7426412-A	Door Latch Switch (Right Hand - Rear Door)—Flex / MKT
8A8Z-7426413-A	Door Latch Switch (Left Hand - Rear Door)—Flex/MKT
DG1Z-5421812-B	Door Latch Switch (Right Hand - Front Door) - Keyless Entry – Key Fob/ID Card)—Explorer
DG1Z-5421813-B	Door Latch Switch (Left Hand - Front Door) - Keyless Entry – Key Fob/ID Card)—Explorer
BB5Z-7826412-A	Door Latch Switch (Right Hand - Rear Door)—Explorer
BB5Z-7826413-A	Door Latch Switch (Left Hand Rear Door)—Explorer

OPERATION	DESCRIPTION	TIME
140011A	2011-2013 Edge/MKX: Remove The Door Latch ON One (1) Front Door And Cycle Or Replace The Latch Following The Service Procedure (Can Be Claimed With Operations C Or D) (Do Not Use With Any Labor Operations Outside Of This Article)	1.5 Hrs.
140011A	2013 MKT: Remove The Door Latch ON One (1) Front Door And Cycle Or Replace The Latch Following The Service Procedure (Can Be Claimed With Operations C Or D) (Do Not Use With Any Labor Operations Outside Of This Article)	1.0 Hr.
140011A	2013 Flex: Remove The Door Latch ON One (1) Front Door And Cycle Or Replace The Latch Following The Service Procedure (Can Be Claimed With Operations C Or D) (Do Not Use With Any Labor Operations Outside Of This Article)	1.1 Hrs.
140011A	2013 Explorer: Remove The Door Latch ON One (1) Front Door And Cycle Or Replace The Latch Following The Service Procedure (Can Be Claimed With Operations C Or D) (Do Not Use With Any Labor Operations Outside Of This Article)	1.0 Hr.
140011B	2011-2013 Edge/MKX: Remove The Door Latch ON Both (2) Front Doors And Cycle Or Replace The Latch Following The Service Procedure (Can Be Claimed With Operations C Or D) (Do Not Use With Any Labor Operations Outside Of This Article)	2.7 Hrs.
140011B	2013 MKT: Remove The Door Latch ON Both (2) Front Doors And Cycle Or Replace The Latch Following The Service Procedure (Can Be Claimed With Operations C Or D) (Do Not Use With Any Labor Operations Outside Of This Article)	1.9 Hrs.

TSB 14-0011 (Continued)

OPERATION	DESCRIPTION	TIME
140011B	2013 Flex: Remove The Door Latch ON Both (2) Front Doors And Cycle Or Replace The Latch Following The Service Procedure (Can Be Claimed With Operations C Or D) (Do Not Use With Any Labor Operations Outside Of This Article)	2.1 Hrs.
140011B	2013 Explorer: Remove The Door Latch ON Both (2) Front Doors And Cycle Or Replace The Latch Following The Service Procedure (Can Be Claimed With Operations C Or D) (Do Not Use With Any Labor Operations Outside Of This Article)	1.7 Hrs.
140011C	2011-2013 Edge/MKX: Remove The Door Latch ON One (1) Rear Door And Cycle Or Replace The Latch Following The Service Procedure (Can Be Claimed With Operations A Or B) (Do Not Use With Any Labor Operations Outside Of This Article)	1.3 Hrs.
140011C	2013 MKT: Remove The Door Latch ON One (1) Rear Door And Cycle Or Replace The Latch Following The Service Procedure (Can Be Claimed With Operations A Or B) (Do Not Use With Any Labor Operations Outside Of This Article)	1.0 Hr.
140011C	2013 Flex: Remove The Door Latch ON One (1) Rear Door And Cycle Or Replace The Latch Following The Service Procedure (Can Be Claimed With Operations A Or B) (Do Not Use With Any Labor Operations Outside Of This Article)	0.9 Hr.
140011C	2013 Explorer: Remove The Door Latch ON One (1) Rear Door And Cycle Or Replace The Latch Following The Service Procedure (Can Be Claimed With Operations A Or B) (Do Not Use With Any Labor Operations Outside Of This Article)	0.9 Hr.
140011D	2011-2013 Edge/MKX: Remove The Door Latch ON Both (2) Rear Doors And Cycle Or Replace The Latch Following The Service Procedure (Can Be Claimed With Operations A Or B) (Do Not Use With Any Labor Operations Outside Of This Article)	2.2 Hrs.
140011D	2013 MKT: Remove The Door Latch ON Both (2) Rear Doors And Cycle Or Replace The Latch Following The Service Procedure (Can Be Claimed With Operations A Or B) (Do Not Use With Any Labor Operations Outside Of This Article)	1.8 Hrs.
140011D	2013 Flex: Remove The Door Latch ON Both (2) Rear Doors And Cycle Or Replace The Latch Following The Service Procedure (Can Be Claimed With Operations A Or B) (Do Not Use With Any Labor Operations Outside Of This Article)	1.5 Hrs.
140011D	2013 Explorer: Remove The Door Latch ON Both (2) Rear Doors And Cycle Or Replace The Latch Following The Service Procedure (Can Be Claimed With Operations A Or B) (Do Not Use With Any Labor Operations Outside Of This Article)	1.5 Hrs.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage
 Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
7821813	42