



TECHNICAL SERVICE BULLETIN

Exterior Rear View Mirror Replacement Wiring Information

21-2004
07 January 2020

This bulletin supersedes 20-2386. Reason for update: Incorrect or Missing Parts

Model:

Lincoln 2013-2020 MKZ

Summary

This article supersedes TSB 20-2386 to update the Parts List.

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

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

- 2013-2020 MKZ
- The vehicle's original exterior rearview 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
CU2Z-14S411-ALB	Black Female 8-Pin Pigtail Kit	1
FU2Z-14S411-AB	Gray Female 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)	212004A	3.0 Hrs.
2013-2020 MKZ: Replace The Electrical Connectors On Both (2) Exterior Mirrors (Do Not Use With Any Other Labor Operations)	212004B	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.

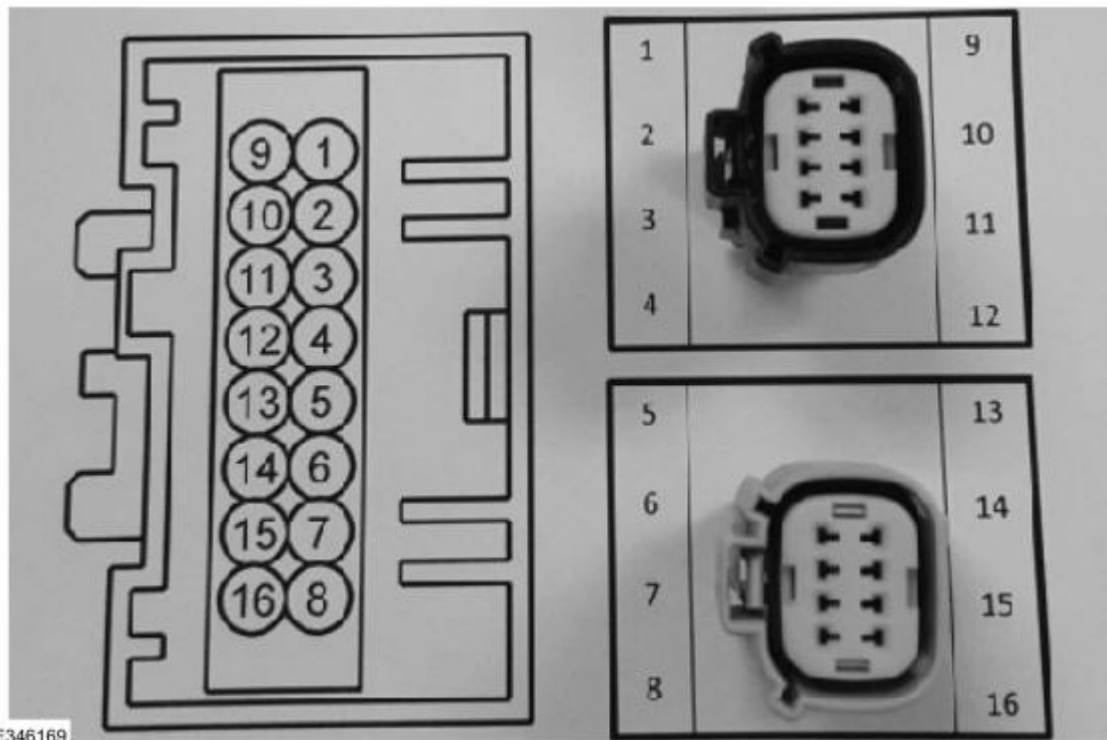
2. Remove the original 16-pin door harness mirror connector. To remove the connector, follow the wiring repair kit instructions included with the pigtail kit (Figure 1) and cut the wires 13 mm (1/2 inch) from the connector and splice to the 8-pin gray and 8-pin black female connector pigtails.

(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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