



TECHNICAL SERVICE BULLETIN

Passenger Seat Massage Inoperative - Built On 4-Jan-2021 And Through 19-Mar-2021

21-2341

18 October 2021

Model:

Lincoln
2021 Corsair

Issue: Some 2021 Corsair vehicles built on 4-Jan-2021 and through 19-Mar-2021 may exhibit an inoperative passenger seat massage function. This may be due to the radio transceiver module (RTM). To correct the condition, follow the Service Procedure to replace the RTM and update the configuration.

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

- 2021 Corsair
- Built on 4-Jan-2021 and through 19-Mar-2021
- Inoperative passenger seat massage

Parts

Service Part Number	Quantity	Description	Unit of Issue	Piece Quantity
F2GZ-15607-C	1	Radio Transceiver Module	1	1
W720618-S300	4	Pushpin	4	13

Quantity refers to the amount of the service part number required to repair the vehicle.

Unit of Issue refers to the number of individual pieces included in a service part number package.

Piece Quantity refers to the total number of individual pieces required to repair the vehicle.

Parts can be billed out as non-whole numbers, including less than 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
2021 Corsair: Replace The RTM Following The Service Procedure (Do Not Use With Any Other Labor Operations)	212341A	1.1 Hrs.

Repair/Claim Coding

Causal Part:	15607
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Service Procedure

NOTE: Do not connect the vehicle communications module (VCM) to the vehicle or Ford Diagnosis and Repair System (FDRS) until Step 15.

NOTE: The passenger multi-contour seat will not enter massage mode unless the passenger seat is occupied (greater than 9.07 kg (20 lb) on the seat cushion).

1. Partially lower the rear portion of the headliner, exposing the RTM. Refer to Workshop Manual (WSM), Section 501-05.
 - (1). Remove the 2 grab handles at the rear doors.
 - (2). Remove the loadspace trim panel.
 - (3). Remove the C and D pillar trim panels to gain access.
 - (4). Remove the 2 pushpins at the rear of headliner.
2. Remove and replace the RTM. Refer to WSM Section, 419-10.
3. To install, reverse the headliner removal steps.
4. Do not connect a VCM device to any personal computer (PC) installed with FDRS.
5. Launch FDRS.
6. Log in to FDRS.
7. At the device manager screen, select the Cancel button and do not connect a VCM device.
8. On the New Vehicle Screen, review all existing vehicle identification numbers (VINs) listed. Click the checkbox if the VIN is found in the list, click the trash can button to delete all saved vehicle data.
9. On the New Vehicle Screen, enter the VIN in Type VIN In Here.
10. Once a VIN is entered, select the Go button.
11. User will be prompted with a pop-up stating Vehicle Communication Device not detected.
12. Select Continue.
13. Select the RTM and find the RTM PMI application.
14. Select the Download button.
15. Once the application is downloaded, connect the VCM device to the FDRS computer and the vehicle.
16. Go to the lower toolbar and select the red VCM symbol. A pop-up for the device manager appears.
17. Select the corresponding selection that applies to the setup being used by the user.
 - (1). Commonly a VCM-II and Wired is used.
18. Select the OK button.
19. The Vehicle Communication icon on the bottom of the screen turns green indicating a proper connection.
20. From the toolbox, select the run button on the RTM PMI procedure.
21. The application will launch. Follow all on-screen prompts to perform the update.

NOTE: The massage seat only functions when adequate seat pressure is applied by an occupant.

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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.