



TECHNICAL SERVICE BULLETIN

Front Seat Cushion Sagging - Built On Or Before 11-Feb-2021

21-2353
13 October 2021

Model:

Ford 2019-2021 Transit

Issue: Some 2019-2021 Transit vehicles built on or before 11-Feb-2021 may experience a front seat cushion sagging. This may be due to a broken seat suspension mat. To correct this condition, follow the Service Procedure to install additional webbing to the seat frame.

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

- 2019-2021 Transit
- Built on or before 11-Feb-2021
- Front seat cushion sagging

Parts

Service Part Number	Quantity	Description
LK4Z-61632A22-C	1	Seat Cushion Pad Kit

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
2019-2021 Transit: Install The Seat Cushion Service Kit In The Right Front Seat Includes Time To Remove And Install Seat (Do Not Use With Any Other Labor Operations)	212353A	0.9 Hrs.
2019-2021 Transit: Install The Seat Cushion Service Kit In The Left Front Seat Includes Time To Remove And Install Seat (Do Not Use With Any Other Labor Operations)	212353B	0.9 Hrs.
2019-2021 Transit: Install The Seat Cushion Service Kit In Both Right And Left Front Seats Includes Time To Remove And Install Seats (Do Not Use With Any Other Labor Operations)	212353C	1.6 Hrs.

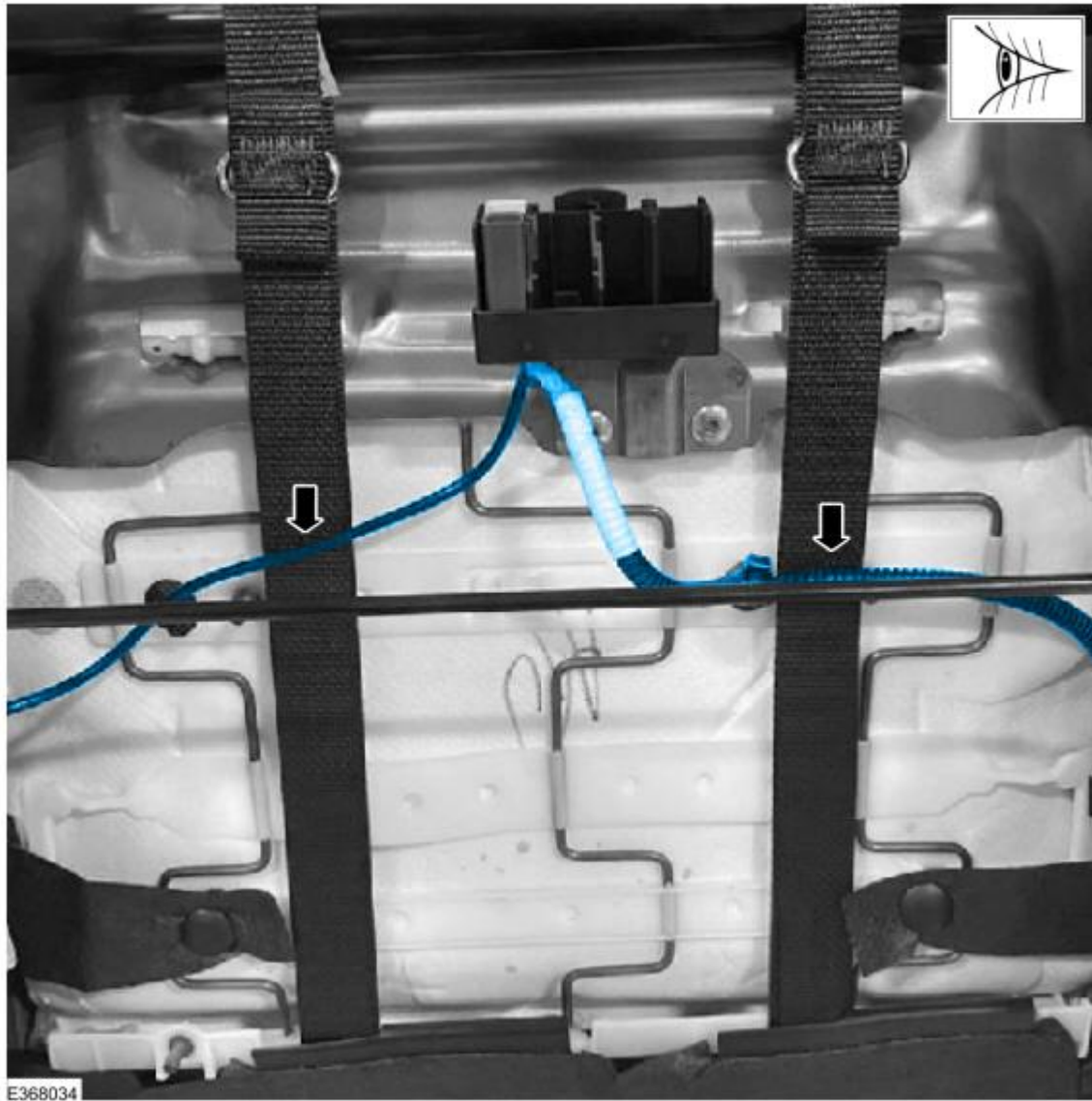
Repair/Claim Coding

Causal Part:	9961711
Condition Code:	01

Service Procedure

1. Remove the affected front seat and seat cover/cushion assembly. Refer to Workshop Manual (WSM), Section 501-10A.
2. Install the seat cushion service kit.
 - (1). If the service kit has instruction sheet SKLK41-63120-EB, follow the instruction sheet as written.
 - (2). If the service kit has instruction sheet SKLK41-63120-EA, use the following corrections:
 - Step 4C: Make sure all electrical harnesses hang below the webbing and not between the webbing and suspension mat. When the final assembly is installed in the vehicle, it will have the suspension mat on top (closest to the cushion), then the webbing straps, and then the wire harnesses on the bottom. (Figure 1)

Figure 1



- Step 6B: Use Figure 2 for additional clarity on where to cut.

Figure 2



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3. Reinstall the affected front seat and seat cover/cushion assembly and seat. Refer to WSM, Section 501-10A.

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