

2016 Ford Mustang V8-5.0L

Vehicle > Technical Service Bulletins

TOUCHSCREEN NAVIGATION SYSTEM - ARABIC LANGUAGE - BLANK SCREEN

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| TSB 16-0066 | TOUCHSCREEN NAVIGATION SYSTEM - ARABIC LANGUAGE - BLANK SCREEN |
| Publication Date: April 20, 2016 | |

FORD: 2012 Escape Hybrid
2012-2015 F-550, Flex
2012-2016 Edge, Escape, Expedition, Explorer, F-150, F-250, F-350, F-450, Fusion, Mustang, Taurus
2015-2016 Transit
2012-2014 Mark LT

LINCOLN: 2012-2016 MKS, MKT, MKX, MKZ, Navigator
2015-2016 MKC

ISSUE:

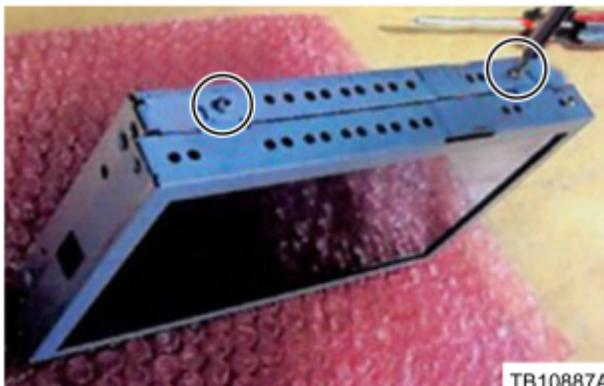
Some 2012-2016 vehicles equipped with a touchscreen navigation system and the language set to Arabic may exhibit a blank screen. This may be the result of the ribbon cables not being fully seated inside the front display interface module (FDIM) or an improper software configuration of the FDIM.

ACTION:

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

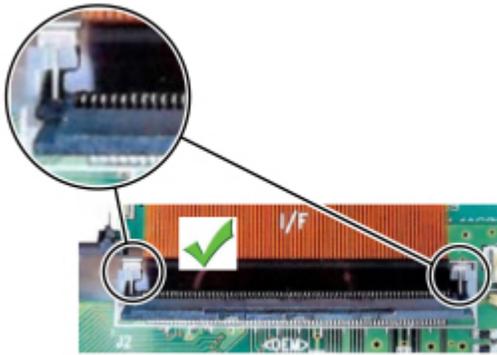
1. Is the FDIM touchscreen blank with no backlight?
 - a. Yes - proceed to Step 2.
 - b. No - this article does not apply. Refer to Workshop Manual (WSM), Section 415-00 for normal diagnostics.
2. Remove the FDIM. Refer to WSM, Section 415-00.
3. Separate the FDIM from the APIM. Refer to WSM, Section 415-00.
4. Remove the fasteners on the top and bottom of the FDIM that secure the back cover. (Figure 1)



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Figure 1 - 16-0066

- Carefully remove the back cover of the FDIM.
- Inspect the ribbon cable connections on the FDIM to make sure all ribbons are properly seated and the locking tabs are properly locked in place. (Figures 2-4)



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Figure 2 - 16-0066

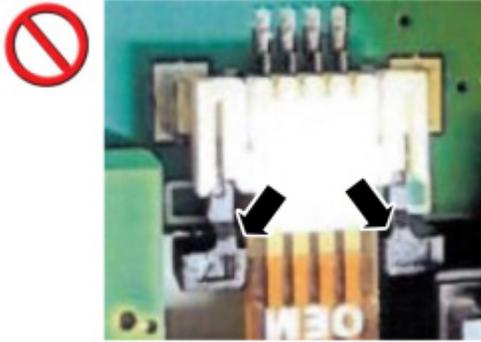
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Figure 3 - 16-0066

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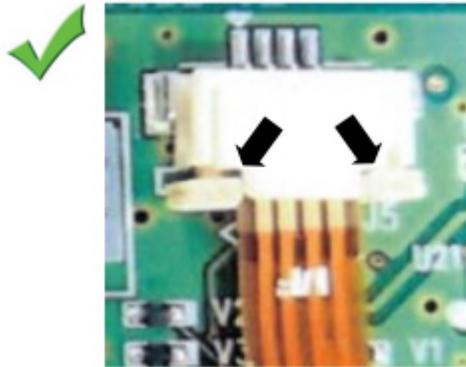
Figure 4 - 16-0066

- Inspect the small ribbon cables to make sure they are properly seated and the locking tabs on each side are flipped up. (Figures 5-6)



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Figure 5 - 16-0066



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Figure 6 - 16-0066

8. Reinstall the back cover on the FDIM. Keep the FDIM separated from the APIM.
9. Check the vehicle build date. Was the vehicle built on or before 1-Feb 2016?
 - a. Yes - proceed to Step 10.
 - b. No - proceed to Step 13.
10. Is the PICKit tool software installed on the PC?
 - a. Yes - proceed to Step 12.
 - b. No - proceed to Step 11.
11. Install the PICKit tool software.
 - a. This procedure requires the installation of software from a CD-ROM. Make sure the PC you are using is equipped with a CD-ROM compatible drive and has a Windows based operating system. Once the software and Excel files are loaded onto the PC, the software installation process does not need to be repeated.
 - b. Insert the PICKit tool CD-ROM into a Windows PC. If the program does not auto run, open the program manually from the start menu. Open the folder labeled Install within the list of files, then open the PICKit 2 folder and click the PICKit2 Setup file.
 - c. Follow the on-screen prompts to install the PICKit tool onto the PC.
 1. Select a location for the program.
 2. Allow everyone to access the program.
 3. Agree to the terms and conditions
 4. Remove the PICKit tool CD and insert the CD-ROM labeled Excel file.

- a. Find the Excel file labeled Gateway Module Program Update Matrix and copy it onto the desktop.
- b. Remove the CD and continue with programming the FDIM.

12. Programming the FDIM using the PICkit tool.

- a. Open the Excel file located on the desktop.
- b. A list of vehicles with the appropriate navigation system and update file will be shown. Select the proper update file based on the vehicle being serviced and copy that file onto the desktop.
- c. Connect the emulator harness from the DM8 kit to the back of the FDIM. (Figure 7)

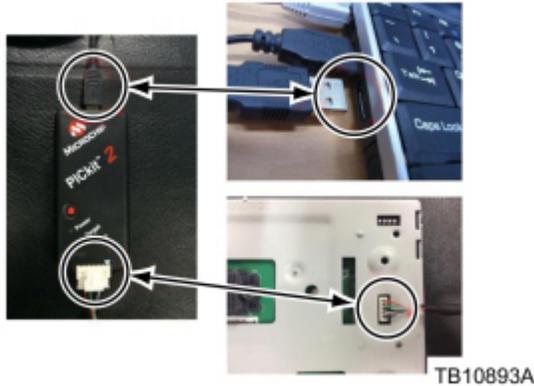


Figure 7 - 16-0066

- d. Connect the USB cable from the emulator to the PC.
- e. Locate the PICkit 2 v2.61 icon on the desktop and double click to open the program.
 1. If the emulator is properly connected and the device will automatically be recognized when opened. If the device is not recognized, make sure the emulator is properly connected.
- f. On the PICkit 2 programmer screen, under the Microchip VDD PICkit 2 there will be a box with a number in it. The check box must be set to On and the numerical value must be set to 3.3.
- g. Click the file at the top left of the screen and select Import Hex.
- h. Select the Hex file you transferred to the desktop and click open.
 1. If the FDIM was properly programmed, the main PICkit 2 programmer screen will show the words Hex file successfully imported in the yellow box.
- i. Underneath the yellow text box, click the button labeled Write.
 1. Once the file is successfully written to the module, the box will turn green with Programming Successful displayed.

13. Reinstall the FDIM and APIM. Refer to WSM, Section 415-00.

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 |
|----------------|----------------|
| 10D885 | 12 |

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 supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

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