

2016 Ford Mustang V8-5.0L

Vehicle > Technical Service Bulletins

INFOTAINMENT - TOUCH SCREEN WARRANTY INFORMATION

General Service Bulletin (GSB):

MyFord Touch Screen Warranty GSB

GSB Overview:

This GSB includes information on the following topics:

- **Proper cleaning procedures of the Touch Screen Display**
- **Warrantable and non-warrantable conditions**
- **How to order a replacement display**

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Cleaning the Touchscreen Display**Cleaning:**

Refer to the Owner Manual for vehicle specific cleaning procedures. Electrical damage to the display can be induced if the proper cleaning procedure is not being followed, such as using spray-type glass cleaning products or water.

- Use a clean, soft cloth such as one used for cleaning glasses.
- If dirt or fingerprints are still visible, apply a small amount of alcohol to the cloth.
- Do not pour or spray alcohol onto the display.
- Do not use detergent or any type of solvent to clean the display.

Repairs That Are Not Warrantable**Per warranty policy, screens with indications of non-warrantable damage such as:**

- Accidents or objects striking the screen
- Theft, vandalism, fire or explosion
- Using contaminated or improper cleaning fluids
- Customer-applied chemicals or accidental spills
- Cracks/Distortion due to devices or objects being attached to the display
- Damage caused by Alterations/Modifications

Refer to the Ford Warranty & Policy Manual for any questions.

See attached pictures for reference:

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EXAMPLES OF TOUCH SCREEN ISSUES THAT ARE NON-WARRANTABLE



Figure 1

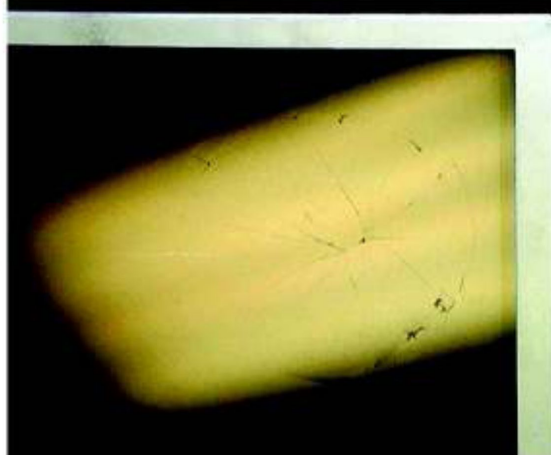


Figure 2

Damage due to suction cup attached to the screen
(Figures 1 & 2)

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EXAMPLES OF TOUCH SCREEN ISSUES THAT ARE NON-WARRANTABLE



Figure 3



Figure 4

Damage due to excessive force or impact to the screen
(Figures 3 & 4)

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EXAMPLES OF TOUCH SCREEN ISSUES THAT ARE NON-WARRANTABLE

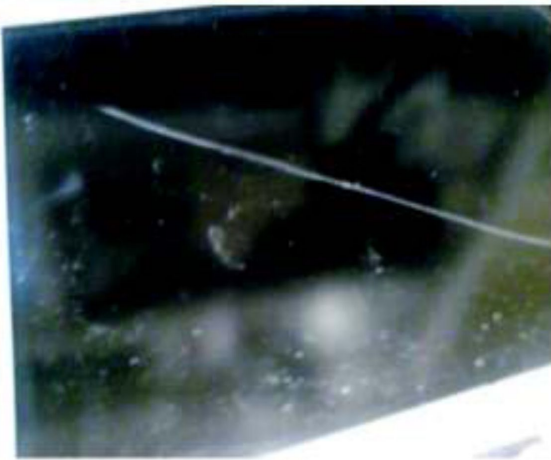


Figure 5



Figure 6

Damage due to scratched surfaces

(Figures 5 & 6)

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EXAMPLES OF TOUCH SCREEN ISSUES THAT ARE WARRANTABLE



Figure 7



Figure 8

Cracked Screen

(provided no non-warrantable damage, modifications or tampering is evident)

(Figures 7 & 8)

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Ordering Process

- Log into PTS using a VIN (U.S. Dealers only)
 - Canadian Dealers use inford.com >> Parts & Service >> Warranty Management >> Multimedia Exchange Program, and follow the "Create Order" prompts
- Click on "On-line 1878" link at the bottom of the OASIS page

2014 Fusion Professional Technician Society

Home Vehicle ID OASIS TSB/SSM Workshop Wiring PC/ED Service Tips Owner Info PDI SLS TS Toolbox

DEALER: [redacted] WARRANTY CLAIM NUMBER: [redacted] ODOMETER: 000673M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
D57Z 0443200B	LATCH LUGS CMP1 DOOR	001	MTA3200	42	DOES NOT OPERATE PROPERLY

ROAD TEST - UNABLE TO DUPLICATE CONCERN. REMOVE TRUNK TRIM INSPECT HARNESS. REMOVE REAR SWITCH AND INSPECT-OK. PERFORMED INVOLE TEST ON BOTH CPMS AND C PLUG-OK SWITCH CIRCUITS-OK. CHECKED CIRCUIT CPLUG FOR SHORT TO GROUND/VERIFIED CIRCUIT CPMS FOR SHORT TO GROUND/VOLTAGE RESISTANCE-OK. UNABLE TO DUPLICATE CONCERN AT THIS TIME. REQUEST HAVING.

10-DECEMBER-2014

DEALER: [redacted] WARRANTY CLAIM NUMBER: [redacted] ODOMETER: 000266M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
D09Z 18884J	BODY MODULE KIT	001	120910	42	DOES NOT OPERATE PROPERLY
		000	1209104B		
		000	1209106		
		000	MTDA03		

HOTLINE CONTACT 188143714. ATTEMPT TO VERIFY CONCERN. CONTACT HOTLINE AND WHILE MONITORING BCM VERIFY CONCERN. CHECK CPLUG-OK. PERFORMED PREPOINT TEST A 5 DIRECTED BY HOTLINE VERIFIED ERRATIC BCM OPERATION. REPL BCM PM KEYS. RECK OK.

10-DECEMBER-2014

DEALER: Tower Ford, Inc. WARRANTY CLAIM NUMBER: [redacted] ODOMETER: 000266M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
D09Z 8000Z	FUEL TANK	001	148137A	42	DOES NOT OPERATE PROPERLY

ROAD TEST VERIFIED NOISE REPL FUEL TANK AS PER TSB 14-0137.

[Click Here for Full Warranty History](#)

[Report a Vehicle Concern](#) [On-line 1878](#)

END OF OASIS REPORT FOR [redacted]

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MyFord Touch Screen Warranty Coverage GSB

- On the next page fill in all appropriate information and click "Next"
- NOTE: Be sure to enter the correct Engineering Part Number of the component

[Navigation Maps Update Order Form Click Here](#)

VIN: [redacted] Vehicle: 2014 FUSION Date: 1/28/2015

OASIS Symptom Codes Used: PACODE: Test Warranty Start Date: 05/09/2014 Build Date: 01/21/2014

System: Display - Centerstack Information Display or Navigator/Front Display Interface Module

Engineering Part Number: EJ7T-188955-FA [Search by Service Part Number](#)

ESN: [redacted] [How to determine ESN - HELP GUIDE](#)

*ESN must be provided only if ACM with Internal Series or SDARS Module is replaced.

Repair Order: 10203 Odometer: 10222

Dealer Contact First Name: John Last Name: Doe Phone No: 222-222-2222

Customer statement of symptom: (cut and paste from Repair Order)

Touch Screen Broken

Max 500 characters

Technician description of concern:

Touch Screen has external Damage

Max 500 characters

Vehicle has no ESP Coverage

Customer Concern Code (CCC): Select a Concern Code

Your Role: Technician

[Help/Feedback/Contacts](#) [Exit](#) [Next](#)

MyFord Touch Screen Warranty Coverage GSB

- The top portion of the next page will be automatically populated. You will need to complete the bottom portion for validation

Please review and validate the following information or correct as required.

VIN:	1F1713C107PC	Vehicle:	2014 FUSION
Build Date:	1/21/2014	Warranty Start Date:	5/9/2014
PACODE:	Test	ESP Coverage:	Vehicle has no ESP Coverage
System:	Display - Centerstack Information Display or Navigation/Front Display Interface Module		
Customer Comments:	Touch Screen Broken		
Max 500 characters			
Tech Comments:	Touch Screen has external Damage		
Max 500 characters			
Engineering Part Number:	EJ7T 18B955 JFA	Odometer:	10222
Repair Order:	10203	ESN:	
Contact First Name:	John	Contact Last Name:	Doe
Contact Phone Number:	(222) 222-2222		

PACODE and Address Validation:

PA CODE:	00008
Dealer Name:	Test
Street Address:	222 Test
City:	Dearborn
State:	MI
Zip Code:	48126
Dealer Phone Number:	222-222-2222

Orders can only be shipped to the address on this form. Please verify delivery address and correct if necessary.

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- Complete the form using the correct coverage qualifier under "Warranty Details". **NOTE:** The "Base Warranty" radio button may be pre-selected.
 - If this is a Warrantable repair, select the appropriate warranty coverage listed
 - If this is a customer paid/non-warrantable repair, select the "Non-Ford Paid Repair"

Please complete the form and specify the warranty coverage.

Please continue process until an order number is generated.

Warranty Details

Warranty Type:

☒ Base Warranty
☐ OTC (Over the Counter) Warranty
☐ Non-Ford Paid Repair
[Link to specific claim/claiming process](#)

Vehicle Details

System: Multimedia

Vehicle: 2014 Taurus

VIN: 1F1713C107PC

Engineering Part Number: D01T13C107PC

Service Part Number: D01218C060FA

Warranty Date: 02/14/2014

Build Date: 02/01/2014

Additional Order Information

Repair Order: 1234

Odometer: 2222

Customer and Technician Comments

Customer Comments: test

Technician Comments: test

Address Details

PACODE: 00008

Customer Name: TEST

Street Address: 2222 TEST

D040606N MI 48126

USA

Contact Information

First Name: John

Last Name: Doe

Phone Number: (222) 222-2222

Core Penalty & Timing

Core Penalty: \$500.00 USD

Core Penalty Days: 30

To Avoid Being Charged Core Penalty, return within 30 Days of Ship Date

[Submit Order](#)

Information on warrantable vs non-warrantable conditions along with proper cleaning procedures and how to order replacement displays

NOTE: This information is not intended to replace or supersede any warranty, parts and service policy, Work Shop Manual (WSM) procedures or technical training or wiring diagram information.

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, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle.

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