

LACK OF HEAT—BLOWER MOTOR FROZEN—COLD WEATHER CONDITIONS

TSB 13-11-17

FORD:

2011-2014 Fiesta

This article supersedes TSB **12-12-7** to remove the production fix date, and update the model years, Service Procedure and Part List.

ISSUE

Some 2011-2014 Fiesta vehicles may exhibit a lack of heat resulting from a frozen blower motor. This may be caused by snow entering through the cowl top area. The snow melts and the water enters the blower motor and refreezes during a below freezing overnight soak. The blower motor fuse at location F4 in the power distribution box may also be open.

ACTION

Follow the Service Procedure Steps to correct the concern.

SERVICE PROCEDURE

1. Open hood and remove the cowl panel grill, Refer to Workshop Manual (WSM), Section 501-02.
2. Remove the screen assembly from the bulkhead.
3. Install the new screen assembly. (Figure 1)

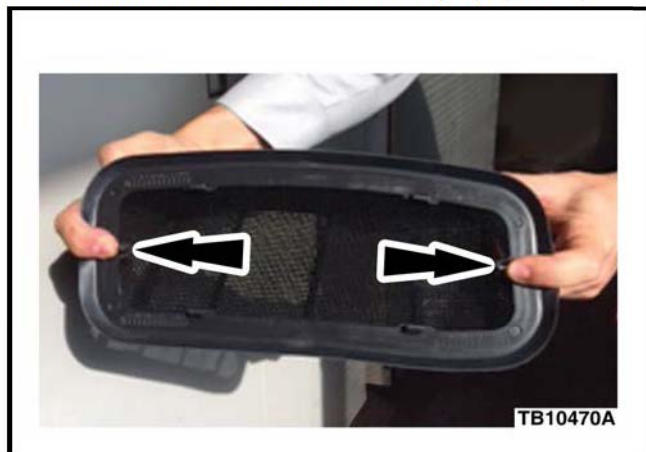


Figure 1 - Article 13-11-17

- a. Position fingers at the horizontal locator tabs and place screen into position.
 - b. Feel the opening in sheet metal with the back of your fingernails and position screen left and right until you feel it is centered in opening.
 - c. Seat the bottom tabs first, pull out fingers and pivot top towards opening to seat the upper tabs.
4. Install the cowl panel grill. Refer to WSM, Section 501-02.
 - a. Position cowl upper rubber strip below the witness line on windshield.
 - b. Push cowl against windshield and depress into windshield molding grooves, then push down to snap into position.
 - c. Install cowl retainer clips.
 5. Inspect the operation of the blower motor. Does the blower motor operate properly?
 - a. Yes - release vehicle.
 - b. No - proceed to Step 6.
 6. Inspect fuse 4 on the power distribution box for an open circuit. Is the fuse open?
 - a. Yes - proceed to Step 7.
 - b. No - refer to WSM, Section 412-00 for normal diagnostics.
 7. Replace fuse. Does blower motor function properly?
 - a. Yes - release vehicle.
 - b. No - refer to WSM, Section 412-00 for normal diagnostics.

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.

TSB 13-11-17 (Continued)

| PART NUMBER | PART NAME |
|---------------|---|
| 6E5Z-14526-CA | Fuse |
| D2BZ-18D395-A | Screen Assembly |
| BE8Z-14197-A | Upper Cowl Panel-To-Lower Cowl Panel Clip |

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.

| OPERATION | DESCRIPTION | TIME |
|-----------|--|-------------|
| 131117A | 2011-2014 Fiesta: Replace The Screen Assembly Verify Blower Motor Operation Includes Time To Check And Replace Fuse If Necessary | 0.6 Hr. |
| MT131117 | For Any Additional Blower Motor Diagnosis Or Repair Use SLTS Operations If Available Or Actual Time | Actual Time |

DEALER CODING

| BASIC PART NO. | CONDITION CODE |
|----------------|----------------|
| 18D395 | 42 |