

SB-10056403-6381**FORD:**

2012-2014 Edge

LINCOLN:

2012-2014 MKX

ISSUE

Some 2012-2014 Edge and MKX vehicles may exhibit a sagging headliner by the roof opening panel.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Inspect the headliner for sagging at the roof opening panel near the overhead lamp. Is the headliner sagging? (Figure 1)

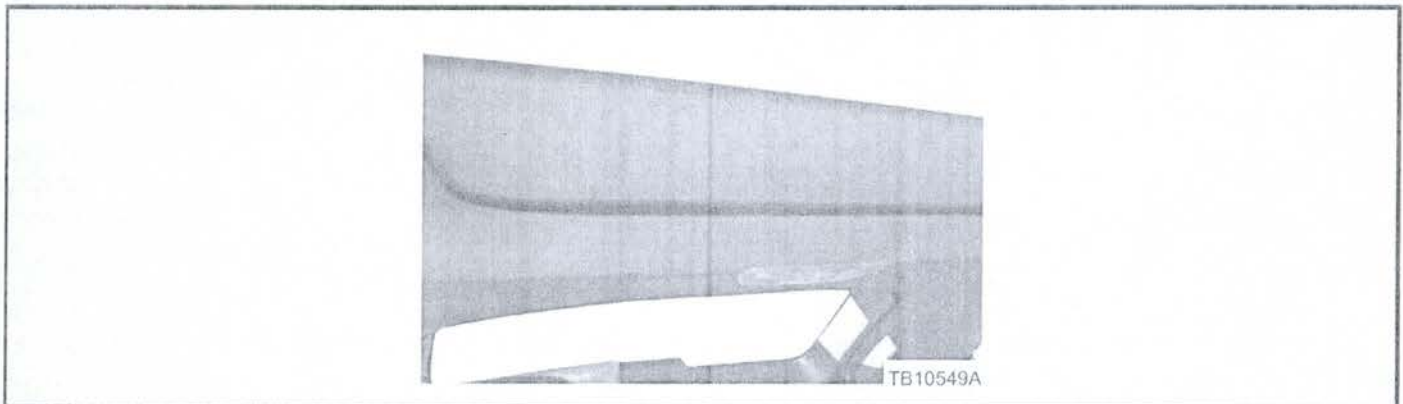


Figure 1 - Article 14-0088

- a. No - this article does not apply.
 - b. Yes - proceed to Step 2.
2. Apply upward pressure to the headline for 45 seconds to eliminate the sag condition. Allow the vehicle to sit for 30 minutes. (Figure 2)

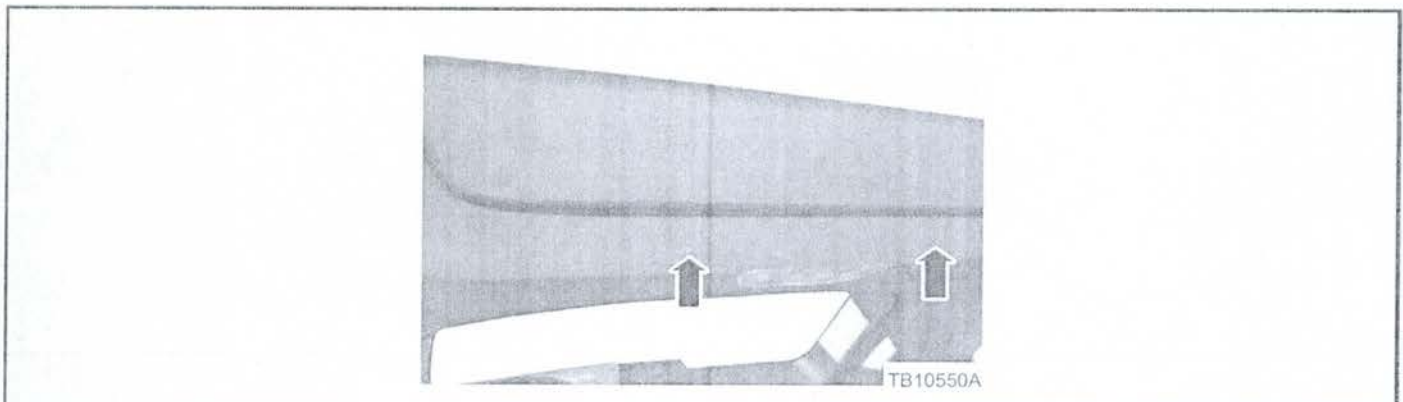


Figure 2 - Article 14-0088

NOTE: The information contained 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. 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.

3. Did the headliner stay in place?

- a. Yes - no further action is required. Return the vehicle to the customer.
- b. No - replace the headliner. Refer to Workshop Manual (WSM), Section 501-05.

PART NUMBER	PART NAME
BT4Z-7851944-DA	Headlining - Light Stone, Less SYNC® 2011/2013
DT4Z-7851944-BA	Headlining - Light Stone, With SYNC® I With Mobile Navigation 2012/2013/2014
DT4Z-7851944-DA	Headlining - Light Stone, Less SYNC® 2013/2014

OPERATION	DESCRIPTION	TIME
140088A	2012-2014 Edge, MKX: Inspect And Adjust Headliner (Do Not Use With Any Other Labor Operations)	0.2 Hr.
140088B	2012-2014 Edge: Inspect And Adjust Headliner, Replace Headliner (Do Not Use With Any Other Labor Operations)	3.1 Hrs.
140088B	2012-2014 MKX: Inspect And Adjust Headliner, Replace Headliner (Do Not Use With Any Other Labor Operations)	3.2 Hrs.

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
7851944	33