

POOR AUDIO SYSTEM RECEPTION OR WHISTLING-TYPE NOISE ON AM OR AM-HD BANDS ONLY - BUILT ON OR BEFORE 11/30/2013	TSB 15-0119
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FORD:

2013-2014 Flex

This article supersedes TSB 14-0051 to update the Service Procedure, Parts List and Service Labor Time Standards.

ISSUE

Some 2013-2014 Flex vehicles built on or before 11/30/2013 may exhibit a concern of poor audio system reception or a whistling-type noise on AM or AM-HD bands only.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Does the audio system exhibit reception concerns or abnormal noises on FM band and/or satellite radio channels?
 - a. Yes - this procedure does not apply. Refer to Workshop Manual (WSM), Section 415-00 for normal diagnosis.
 - b. No - proceed to Step 2.
2. Is the vehicle built on or after 3/02/2013?
 - a. Yes - proceed to Step 5.
 - b. No - remove the antenna base. Refer to WSM, Section 415-00.
3. Inspect the antenna base part number located on the underside of the part.
4. Is the part number either DA8T-19G461-AC or DA8T-19G461-AD? (Figure 1)

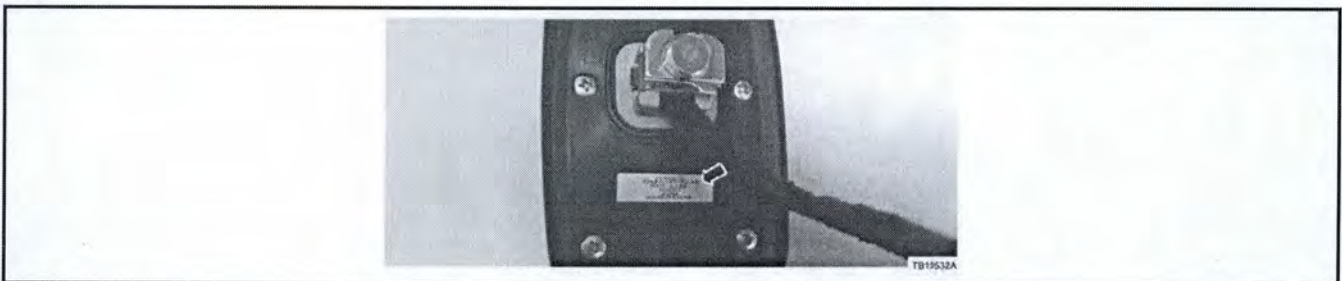


Figure 1 - Article 15-0119

- a. Yes - install the original antenna base. Proceed to Step 5.
- b. No - replace the antenna base with revised service part. Refer to WSM, Section 415-00. Proceed to step 5.
 - (1) Make sure the new ground clip, provided in the antenna part kit, is secured as shown in WSM 415-00.
5. Replace both the front and rear antenna cables. Refer to WSM, Section 415-00.
 - a. Cut circuit VME43 approximately 5 cm (2") from the male side of connector C212.
 - b. On the replacement rear antenna cable kit, cut the exposed pin off the blue power wire.
 - c. Splice the rear antenna cable blue power wire, from the replacement antenna cable kit, to the 5 cm (2") portion of circuit VME43, on connector C212. Use wire kit and recommended solder splicing method located in Wiring Diagram, Section 5.

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.

PART NUMBER	PART NAME
DA8Z- 18936-B	Antenna Base
DA8Z-18812-A	Front Antenna Cable - AM/FM Only
DA8Z- 18812-B	Rear Antenna Cable
DA8Z- 18812-C	Front Antenna Cable - AM/FM/SAT
CU5Z-14A411-A	Wire Splice Kit

OPERATION	DESCRIPTION	TIME
150119A	2013-2014 Flex: Remove The Antenna Base, Replace If Necessary And Replace Both Antenna Cables Includes Time To Splice Wire (Do Not Use With Any Other Labor Operations)	2.9 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
18936	01