This GSB includes information on the following topics:

- Proper cleaning procedures of the FCIM
- Non-warrantable conditions
Cleaning the FCIM

Cleaning:
Refer to the Owner’s 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, indications of non-warrantable damage such as:
• Accidents or objects striking the screen
• 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:
Damage due to liquid spills on unit
(Figures 1 & 2)
Damage due to excessive force or impact to the buttons/knobs

(Figures 3 & 4)
EXAMPLES OF FCIM ISSUES THAT ARE NON-WARRANTABLE

Damage due to scratched/gouged
(Figures 5 & 6)
EXAMPLES OF FCIM ISSUES THAT ARE NON-WARRANTABLE

Damage due to Chemical Sprays
(Figures 7 & 8)