

General Service Bulletin (GSB):	Instrument Panel Cluster Mask / Lens Warranty
GSB Overview:	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.	

## **This GSB includes information on the following topics:**

- **Proper cleaning procedures of the Instrument Panel Cluster Lens**
- **Warrantable and non-warrantable conditions**
- **How to order a replacement Instrument Panel Cluster / Mask / Lens**

# IPC Mask / Lens Warranty Coverage

## Cleaning the Mask / Lens

### Cleaning:

Refer to the Owner Manual for vehicle specific cleaning procedures. Damage to the Mask / Lens can be induced if the proper cleaning procedure is not being followed, such as using spray-type glass cleaning products.

- Use a clean, soft cloth such as one used for cleaning glasses.
- Do not pour or spray alcohol onto the Mask / Lens.
- Do not use detergent or any type of solvent to clean the Mask / Lens.

## 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:

# IPC Mask / Lens Warranty Coverage

## EXAMPLES OF MASK / LENS ISSUES THAT ARE NON-WARRANTABLE

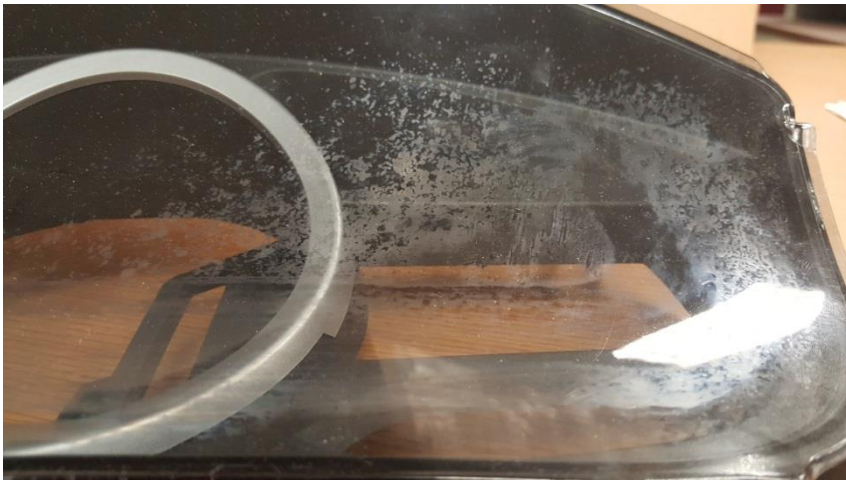


Figure 1



Figure 2

**Damage due to improper cleaning solutions or liquid spills  
(Figures 1 & 2)**

# IPC Mask / Lens Warranty Coverage

## EXAMPLES OF MASK / LENS ISSUES THAT ARE NON-WARRANTABLE



Figure 3



Figure 4

### Damage due to improper cleaning (Figures 3 & 4)

# IPC Mask / Lens Warranty Coverage

## EXAMPLES OF MASK / LENS ISSUES THAT ARE NON-WARRANTABLE



Figure 5



Figure 6

**Damage due to excessive force or impact to the Mask / Lens  
(Figures 5 & 6)**

# IPC Mask / Lens Warranty Coverage

## EXAMPLES OF MASK / LENS ISSUES THAT ARE NON-WARRANTABLE

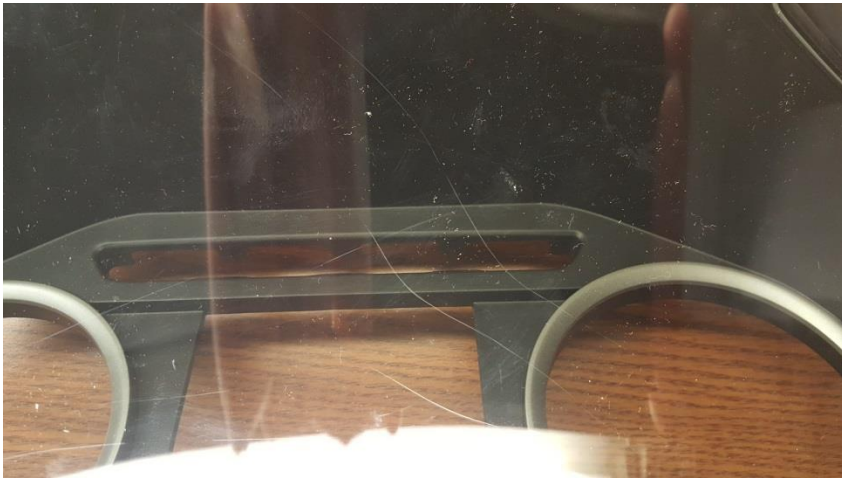


Figure 7



Figure 8

## Damage due to scratches on the Outside Surfaces (Figures 7 & 8)

# IPC Mask / Lens Warranty Coverage

## EXAMPLES OF IPC ISSUES THAT ARE NON-WARRANTABLE



GOOD

Figure 9



BAD

Figure 10

### OEM vs Non-OEM Applique (aftermarket speedometer face)

10 MPH increments not consistently bold and/or km/h numbers different color than MPH (light blue)

Compare to like vehicle

(Figures 9 & 10)

# IPC Mask / Lens Warranty Coverage

## EXAMPLES OF MASK / LENS ISSUES THAT ARE WARRANTABLE



Figure 9



Figure 10

**Cracked Mask / Lens and Scratches on the Inside Surface  
(Provided no non-warrantable damage, modifications or tampering is evident)**

**(Figures 9 & 10)**



# IPC Mask / Lens Warranty Coverage

## Ordering Process Using Ford Catalog Advantage

- Log into PTS using a VIN
- Click on “Parts Catalog” under the Workshop tab and enter the Lens/Mask base part number of “10890” in the “Search” field and hit “Go”
- The correct lens/mask part number will be displayed in the “Search Results” field

The screenshot displays the Ford DMS (Dealer Management System) interface. At the top, there are navigation links: DMS | Home | Find Price | Bookmark | Links. On the right, there are links: Settings | Support | About |. Below this, there are tabs for Textual Search, Illustrated Index, and Shopping. The main area is titled 'SET VEHICLE' and 'Search TUB Explorer'. Under 'by VIN', the VIN field contains '1FMSK8HT7GGC' and a 'Go' button. Below this are fields for 'Last 10 VINs', 'Favorite VINs', and 'Add to Favorite VINs'. Under 'by Model', there are dropdown menus for 'Category' (Light Trucks), 'Model Year' (2016), and 'Model' (TUB Explorer). Under 'Configuration Settings', there are dropdown menus for 'Vehicle Line' (Explorer), 'Positive Territories' (+)USA, 'Engine Type' (3.5L DOHC T/C V6 Gas), 'Transmission' (6 Speed Auto Transmis), 'Air Conditioning' (Dual Zone Auto Temp), 'Cab Style' (Regular Wagon), 'Drive' (LHD 4WD (FTD)), 'Series' (Ford Series), 'Final Drive Ratios' (3.16 Ratio), 'Exterior Paint' (White Platinum), 'Interior Environment' (Ebony Black/Ebony Blac), and 'Interior Fabric' (Leather C / Ebony Black). At the bottom of this section are 'Apply' and 'Reset' buttons. The search results section is titled 'VIN Results' and 'Search Results'. It shows 'Results 1 - 1 out of 1' and 'Result Pages: [1]'. The results table has columns for 'Callout No.', 'Description', and 'Section'. The first result is '10890' with a description of 'Mask' and a section of '05D Instrument Cluster, 2016/ From: 07/06/2015 ; High Instrumentation'. Below this, there are buttons for 'Transmit to DMS', 'Add to Shopping List', and 'New List'. There is also a 'Price Dealer Cost' dropdown and a 'd2dlink' icon. At the bottom of the results section, there is another table with columns for 'SPN', 'Motorcraft', 'Application Info', 'Model Year', and 'Price'. The first row in this table is 'G85Z-10890-E' with 'From: 07/06/2015 2016/' in the 'Application Info' column, '2016/' in the 'Model Year' column, and '11.90' in the 'Price' column.