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| General Service Bulletin (GSB): | Front Controls Interface Module (FCIM) Warrantable vs Non-warrantable |
| GSB Overview: | Information on proper cleaning procedures of the FCIM along with warrantable and non-warrantable conditions |
| 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 FCIM**
- **Non-warrantable conditions**

Front Controls Interface Module Warranty Coverage

Cleaning the FCIM

Cleaning:

Refer to the Owner's Manual for vehicle specific cleaning procedures. Electrical damage to the FCIM 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 panel.
- Do not use detergent or any type of solvent to clean the panel.

Repairs That Are Not Warrantable

Per warranty policy, indications of non-warrantable damage such as:

- Accidents or objects striking the panel
- Using contaminated or improper cleaning fluids
- Customer-applied chemicals or accidental spills
- Cracks/Distortion due to devices or objects being attached to the panel
- Damage caused by Alterations/Modifications

Refer to the Ford Warranty & Policy Manual for any questions.

See attached pictures for reference:

Front Controls Interface Module Warranty Coverage

EXAMPLES OF FCIM ISSUES THAT ARE NON-WARRANTABLE



Figure 1



Figure 2

Damage due to liquid spills on unit (Figures 1 & 2)

Front Controls Interface Module Warranty Coverage

EXAMPLES OF FCIM ISSUES THAT ARE NON-WARRANTABLE

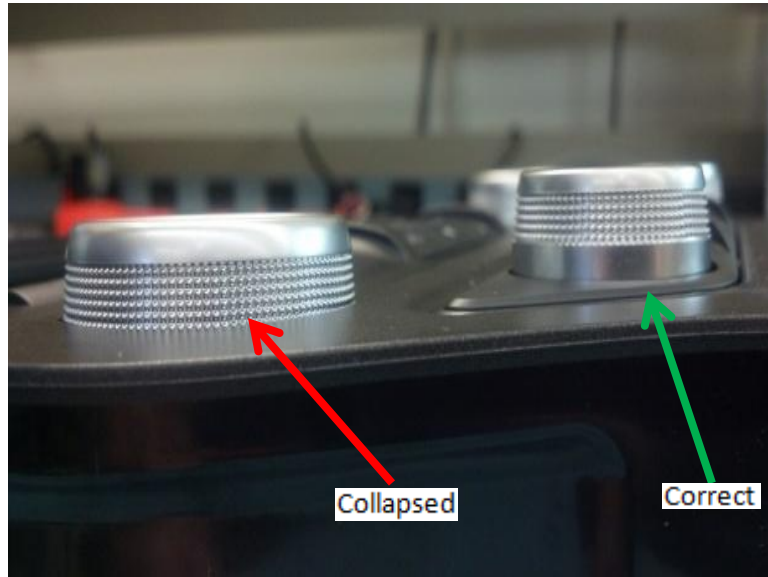


Figure 3



Figure 4

Damage due to excessive force or impact to the buttons/knobs

(Figures 3 & 4)

Front Controls Interface Module Warranty Coverage

EXAMPLES OF FCIM ISSUES THAT ARE NON-WARRANTABLE



Figure 5

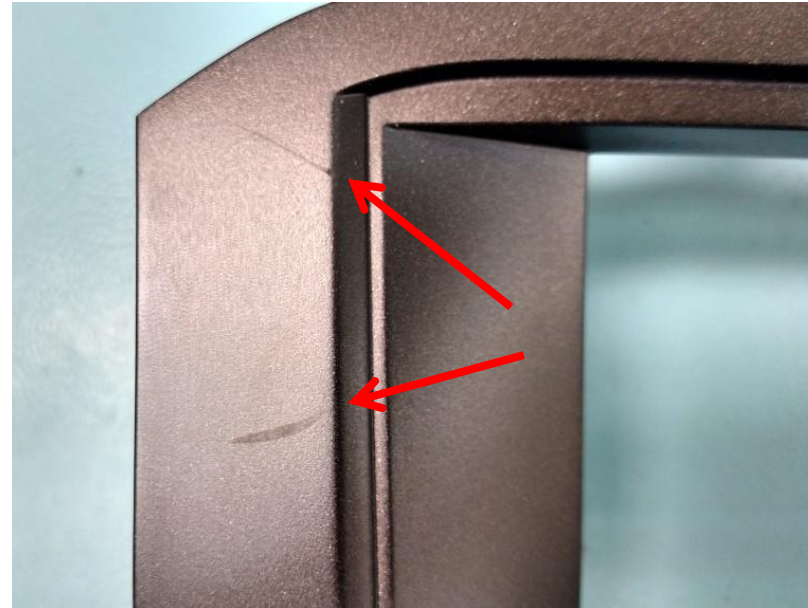


Figure 6

Damage due to scratched/gouged

(Figures 5 & 6)

Front Controls Interface Module Warranty Coverage

EXAMPLES OF FCIM ISSUES THAT ARE NON-WARRANTABLE

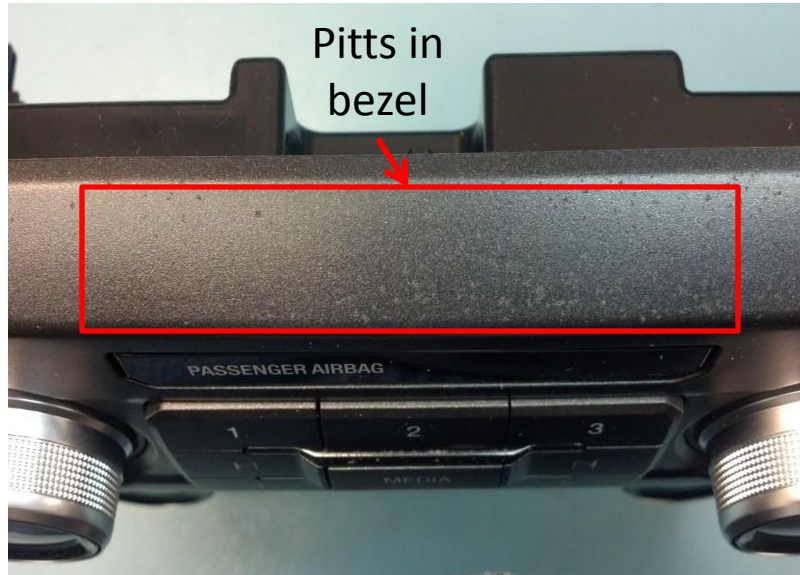


Figure 7

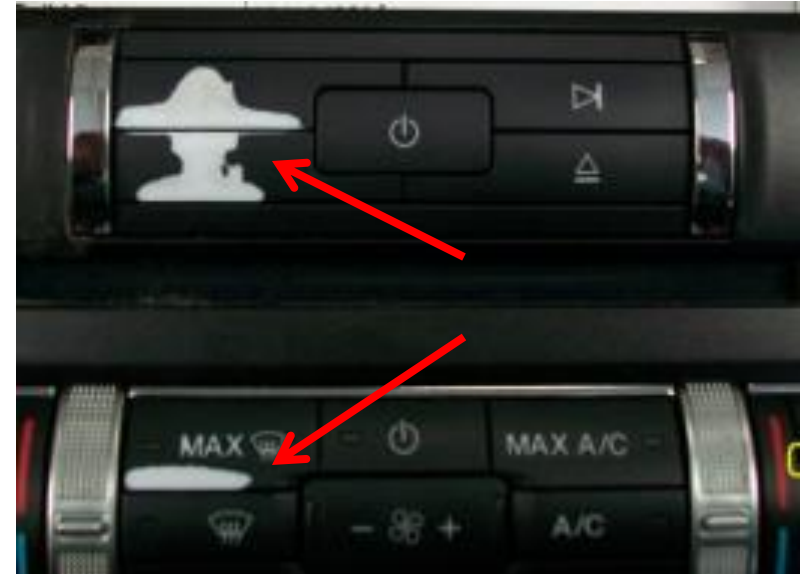


Figure 8

Damage due to Chemical Sprays

(Figures 7 & 8)

Front Controls Interface Module Warranty Coverage

EXAMPLES OF FCIM ISSUES THAT ARE NON-WARRANTABLE

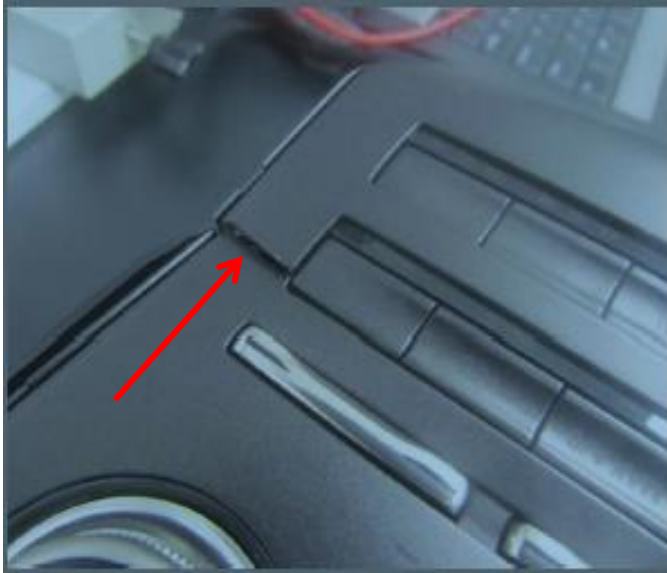


Figure 9



Figure 10

Damage/Broken Bezel

(Figures 9 & 10)

Front Controls Interface Module Warranty Coverage

EXAMPLES OF FCIM ISSUES THAT ARE NON-WARRANTABLE



Figure 11

Improper Removal Cracked/Broken Bezel

2 screws behind lower FCIM not removed on some models (Figure 11) refer to WSM section 415-00