

General Service Bulletin (GSB):	Touch Screen Warranty GSB
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 Touch Screen Display**
- **Warrantable and non-warrantable conditions**
- **How to order a replacement display**

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Cleaning the Touchscreen Display

Cleaning:

Refer to the Owner 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, 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:

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EXAMPLES OF TOUCH SCREEN ISSUES THAT ARE NON-WARRANTABLE

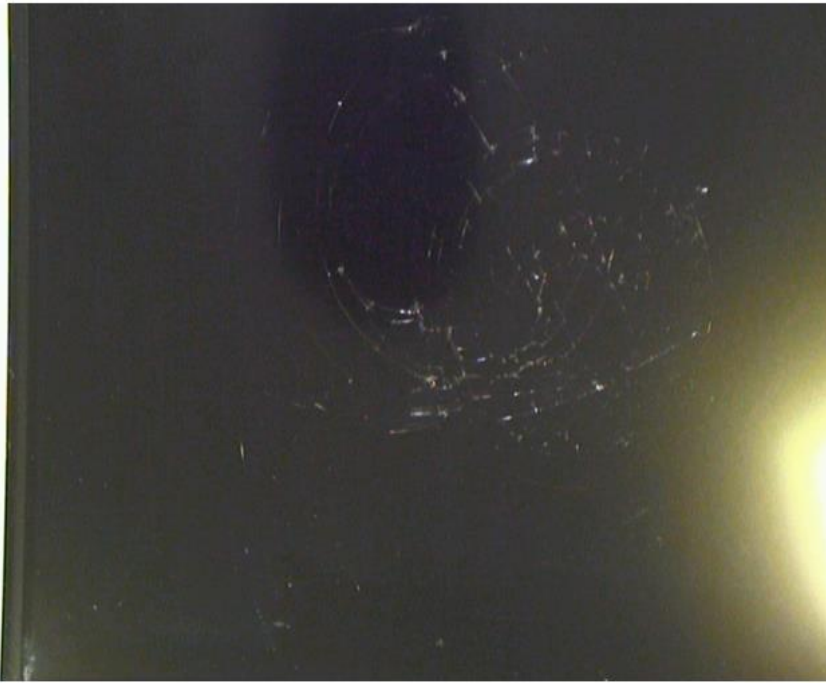


Figure 1



Figure 2

Damage due to suction cup attached to the screen

(Figures 1 & 2)

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EXAMPLES OF TOUCH SCREEN ISSUES THAT ARE NON-WARRANTABLE



Figure 3



Figure 4

Damage due to excessive force or impact to the screen

(Figures 3 & 4)

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EXAMPLES OF TOUCH SCREEN ISSUES THAT ARE NON-WARRANTABLE



Figure 5

Damage due to delamination due to excessive force

(Figure 5)

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EXAMPLES OF TOUCH SCREEN ISSUES THAT ARE NON-WARRANTABLE



Figure 6



Figure 7

Damage due to scratched surfaces

(Figures 6 & 7)

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EXAMPLES OF TOUCH SCREEN ISSUES THAT ARE WARRANTABLE



Figure 8



Figure 9

Cracked Screen

(provided no non-warrantable damage, modifications or tampering is evident)

(Figures 8 & 9)

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Ordering Process

- Log into PTS using a VIN (U.S. Dealers only)
 - Canadian Dealers use inford.com >> Parts & Service >> Warranty Management >> Multimedia Exchange Program, and follow the “Create Order” prompts
- Click on “On-line 1878” link at the bottom of the OASIS page

2014 Fusion

PTS Professional Technician Society

Home Vehicle ID OASIS TSB/SSM Workshop Wiring PC/ED Service Tips Owner Info PDI SLTS Toolbox

DEALER: [REDACTED]
WARRANTY CLAIM NUMBER [REDACTED] ODOMETER: 008673M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
DS7Z 5443200B	LATCH-LUGG CMPT DOOR	001	MT43200	42	DOES NOT OPERATE PROPERLY

ROAD TEST- UNABLE TO DUPLICATE CONCERN. REMOVE TRUNK TRIM INSPECT HARNESS. REMOVE REAR SWITCH AND INSPECT-OK. PERFORMED WIGGLE TEST ON BOTH CPR63 AND C PL60- OK SWITCH CIRCUITS- OK. CHECKED CIRCUIT CPL60 FOR SHORT TO GROUND/AGE/RESISTANCE-OK. UNABLE TO DUPLICATE CONCERN AT THIS TIME. REQUEST HAVING

10-DECEMBER-2014

DEALER: [REDACTED]
WARRANTY CLAIM NUMBER [REDACTED] ODOMETER: 008266M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
EG9Z 15604J	BODY MODULE KIT	001	12651D	42	DOES NOT OPERATE PROPERLY
		000	12651D45		
		000	12651D5		
		000	MTDIAG		

HOTLINE CONTACT 108143714, ATTEMPT TO VERIFY CONCERN. CONTACT HOTLINE AND WHILE MONITORING BCM VERIFY CONCERN, CHECK CPL10-OK, PREFORMED PINPOINT TEST AS DIRECTED BY HOTLINE VERIFIED ERRATIC BCM OPERATION.REPL BCM PR KEYS. RECK OK.

10-DECEMBER-2014

DEALER: Tower Ford, Inc.
WARRANTY CLAIM NUMBER [REDACTED] ODOMETER: 008266M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
EG9Z 9002E	FUEL TANK	001	140137A	42	DOES NOT OPERATE PROPERLY

ROAD TEST VERIFIED NOISE.REPL FUEL TANK AS PER TSB 14-0137

[Click Here for Full Warranty History](#)

[Report a Vehicle Concern](#) [On-line 1878](#)

END OF OASIS REPORT FOR [REDACTED]

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Touch Screen Warranty Coverage GSB

- On the next page fill in all appropriate information and click “Next”

NOTE: Be sure to enter the correct Engineering Part Number of the component

[Navigation Maps Update Order Form Click Here](#)

VIN: Vehicle: **2014 FUSION** Date: **1/28/2015**
OASIS Symptom Codes Used: Warranty Start Date: **05/09/2014** Build Date: **01/21/2014**
PACODE: **Test** System:
Engineering Part Number: - - [Search by Service Part Number](#)
ESN: [How to determine ESN - HELP GUIDE](#)
***ESN must be provided only if ACM with internal Sirius or SDARS Module is replaced.**

Repair Order: Odometer:
Dealer Contact First Name: Last Name: Phone No:

Customer statement of symptom: (cut and paste from Repair Order)

Max 500 characters
Technician description of concern:

Max 500 characters

Vehicle has no ESP Coverage

Customer Concern Code (CCC):

Your Role:

[Help/Feedback/Contacts](#)

Touch Screen Warranty Coverage GSB

- The top portion of the next page will be automatically populated. You will need to complete the bottom portion for validation

Please review and validate the following information or correct as required.

VIN:	[REDACTED]	Vehicle:	2014 FUSION
Build Date:	1/21/2014	Warranty Start Date:	5/9/2014
PACODE:	Test	ESP Coverage:	Vehicle has no ESP Coverage
System:	Display - Centerstack Information Display or Navigation/Front Display Interface Module		
Customer Comments:	Touch Screen Broken		
Max 500 characters			
Tech Comments:	Touch Screen has external Damage		
Max 500 characters			
Engineering Part Number:	EJ7T	18B955	FA
Odometer:	10222		
Repair Order:	10203	ESN:	
Contact First Name:	John	Contact Last Name:	Doe
Contact Phone Number:	(222) 222-2222		

PACODE and Address Validation

PA CODE:	00008
Dealer Name:	Test
Street Address:	222 Test
City:	Dearborn
State:	MI
Zip Code:	48126
Dealer Phone Number:	222-222-2222

Orders can only be shipped to the address on this form. Please verify delivery address and correct if necessary.

Touch Screen Warranty Coverage GSB

- Complete the form using the correct coverage qualifier under “Warranty Details”. **NOTE:** The “Base Warranty” radio button may be pre-selected.
 - If this is a Warrantable repair, select the appropriate warranty coverage listed
 - If this is a customer paid/non-warrantable repair, select the “Non-Ford Paid Repair”

Please continue process until an order number is generated.

Please complete the form and specify the warranty coverage

Warranty Details

Warranty Type:

- Base Warranty
- OTC (Over the Counter) Warranty
- Non-Ford Paid Repair

[I was expecting different/more choices.](#)

WARRANTY FORM INSTRUCTIONS

1. Specify the Warranty/FSA Coverage
2. Provide Repair Order Details
3. Reference information is mandatory for OTC/SPW claims.
4. If applicable, the reference fields have been defaulted with prior claim information.

Vehicle Details

System: **Multimedia**

Vehicle: 2014 TAURUS

VIN: [REDACTED]

Engineering Part Number: DG1T19C107FC

Service Part Number: DG1Z18C869FA

Warranty Date: 02/14/2014

Build Date: 02/01/2014

Address Details

PACODE: 00008

Customer Name: TEST

Street Address: 2222 TEST
DEARBORN, MI 48126
USA

Additional Order Information

Repair Order: 1234

Odometer: 2222

Contact Information

First Name: Diane

Last Name: H

Phone Number: (222) 222-2222

Customer and Technician Comments

Customer Comments: test

Technician Comments: test

Core Penalty & Timing

Core Penalty : \$500.00 USD

Core Penalty Days : 30

To Avoid Being Charged Core Penalty, return within : 30 Days of Ship Date

Submit Order