

General Service Bulletin (GSB):	Instrument Panel Cluster (IPC) 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, Workshop Manual (WSM) procedures or technical training or wiring diagram information.	

This GSB includes information on the following topics:

- **Proper cleaning procedures of the IPC lens**
- **Warrantable and non-warrantable conditions**
- **How to order a replacement IPC / 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

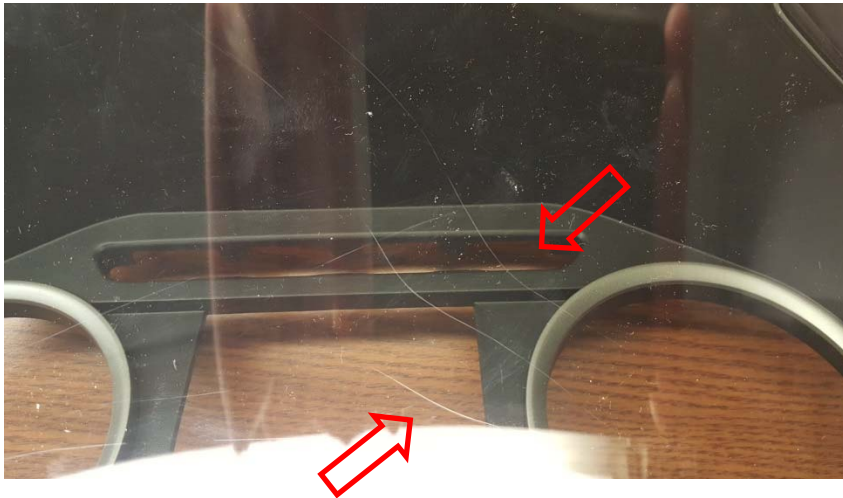


Figure 7

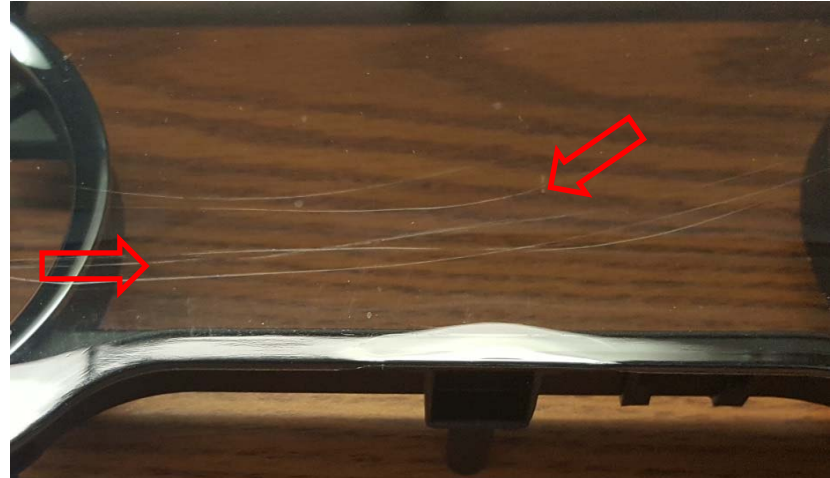


Figure 8

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)

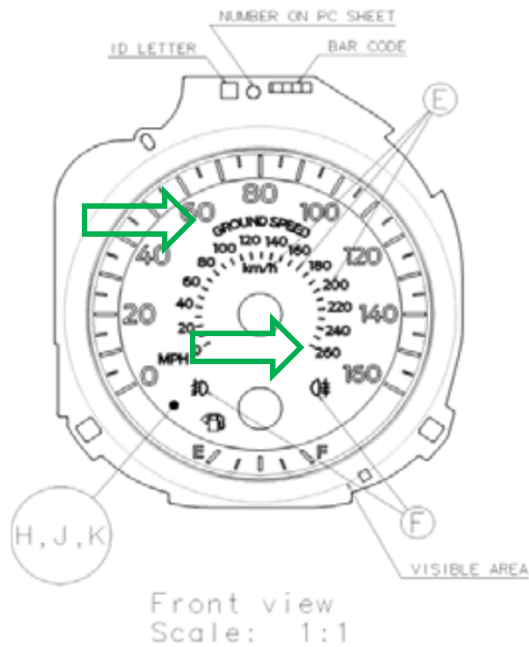
10 MPH increments not consistently bold and/or km/h numbers different color than MPH (light blue)

Compare to like vehicle

(Figures 9 - 10)

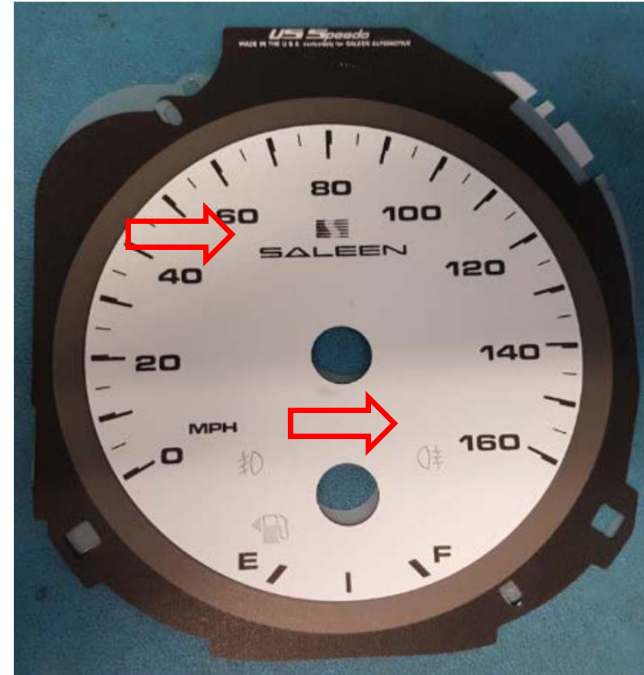
IPC Mask / Lens Warranty Coverage

EXAMPLES OF IPC ISSUES THAT ARE NON-WARRANTABLE



GOOD

Figure 11



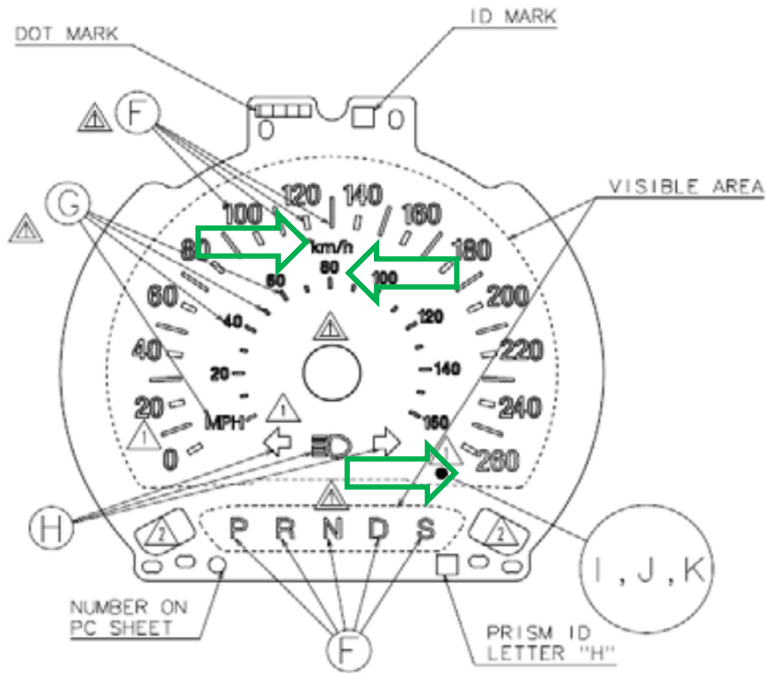
BAD

Figure 12

OEM vs Non-OEM Applique (aftermarket speedometer face)
Wording is different or does not have dual units of speed measurements (MPH, km/h)
Compare to like vehicle
(Figures 11 - 12)

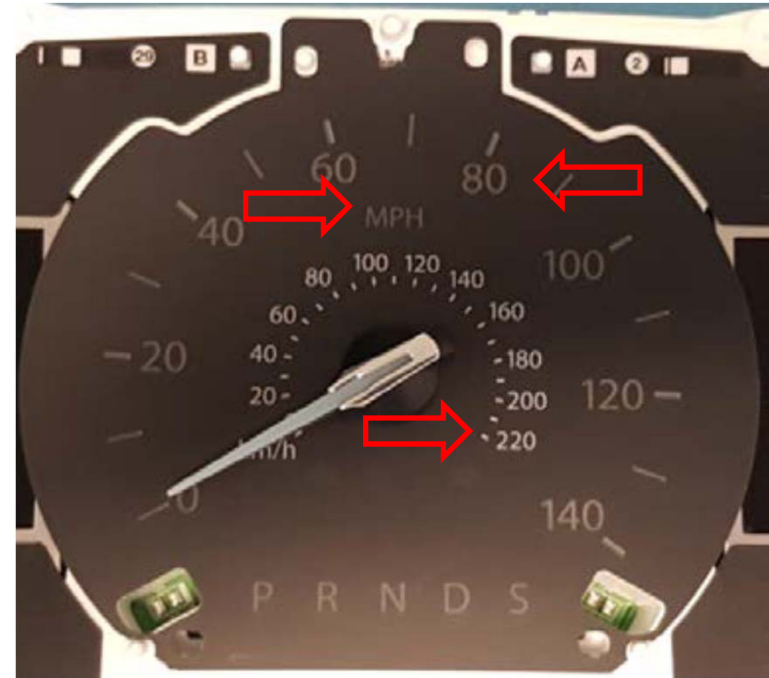
IPC Mask / Lens Warranty Coverage

EXAMPLES OF IPC ISSUES THAT ARE NON-WARRANTABLE



GOOD

Figure 13



BAD

Figure 14

OEM vs Non-OEM Applique (aftermarket speedometer face)

Applique changed from km/h to MPH units of speed measurements and speed tick marks don't match up

Compare to like vehicle

(Figures 13 - 14)

IPC Mask / Lens Warranty Coverage

EXAMPLES OF MASK / LENS ISSUES THAT ARE WARRANTABLE

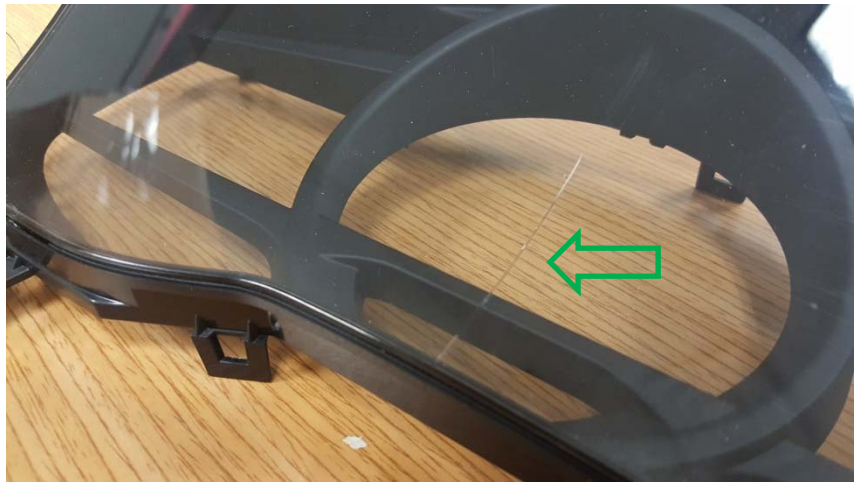


Figure 15

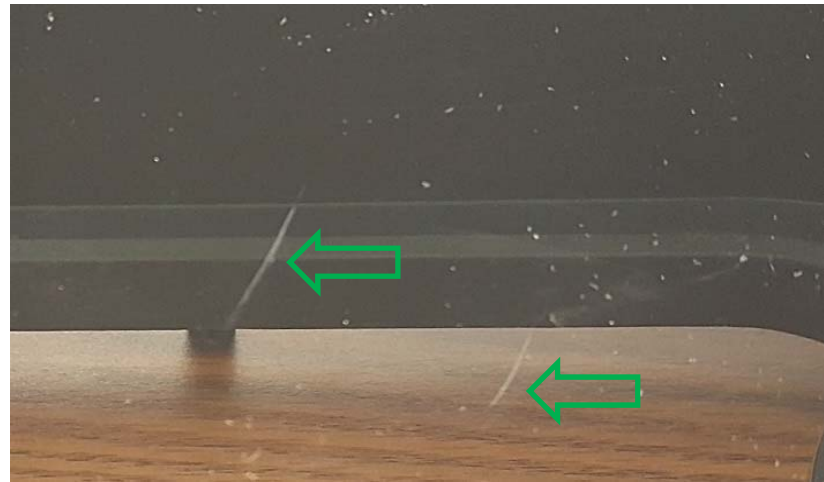


Figure 16

**Cracked mask / lens and scratches on the inside surface
(Provided no non-warrantable damage, modifications or tampering is evident)**

(Figures 15 - 16)

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 Parts Catalog interface. On the left, there are navigation tabs for 'Textual Search', 'Illustrated Index', and 'Shopping'. Below these are sections for 'SET VEHICLE' (by VIN and by Model) and 'Configuration Settings' (Vehicle Line, Positive Territories, Engine Type, Transmission, Air Conditioning, Cab Style, Drive, Series, Final Drive Ratios, Exterior Paint, Interior Environment, Interior Fabric). The main search area is titled 'Search TUB Explorer' and includes a search field with '10890' entered and a 'Go' button. Below the search field is a 'Cross Reference Search' section with an 'EPN' field. The search results are displayed in a table with the following data:

Callout No.	Description	Section
10890	Mask	05D Instrument Cluster, 2016/ From: 07/06/2015 ; High Instrumentation

At the bottom of the results table, there are links for 'Transmit to DMS', 'Add to Shopping List', and 'New List'. Below the main results table is a secondary table with the following data:

SPN	Motorcraft	Application Info	Model Year	Price
GB5Z-10890-E		From: 07/06/2015 2016/	2016/	11.90