

FRONT DOOR WINDOW GLASS STRESS CRACK(S)— VEHICLES BUILT ON OR BEFORE 4/22/2011

TSB 12-1-5

FORD:
2011 Edge

LINCOLN:
2011 MKX

ISSUE

Some 2011 Edge Sport, Edge Limited and MKX vehicles built on or before 4/22/2011 may exhibit a stress crack(s) in the front door window glass. Typical complaint is stress crack that originates from glass edge(s).

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

Replace front door glass exhibiting stress crack. New part has brackets bonded to the bottom edge. Refer to Workshop Manual, Section 501-11.

OPERATION	DESCRIPTION	TIME
120105A	2011 Edge And MKX: Inspect, Replace One (1) Front Door Glass (Do Not Use With Any Other Labor Operations)	0.7 Hr.
120105B	2011 Edge And MKX: Inspect, Replace Two (2) Front Door Glass (Do Not Use With Any Other Labor Operations)	1.3 Hrs.

DEALER CODING

BASIC PART NO.
7821411

CONDITION
CODE
01

PART NUMBER	PART NAME
BA1Z-7821410-AB	Front Door Glass - Right
BA1Z-7821411-AB	Front Door Glass - Left

WARRANTY STATUS: Eligible Under Provisions Of
New Vehicle Limited
Warranty Coverage
Warranty/ESP coverage
limits/policies/prior approvals
are not altered by a TSB.
Warranty/ESP coverage
limits are determined by the
identified causal part and
verified using the OASIS
part coverage tool.

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.