

**FORD:**

2015-2016 Edge

2016 Explorer

This article supersedes TSB **15-0166** to add a production fix date, update the vehicle model years and Service Procedure.

**ISSUE**

Some 2015-2016 Edge and 2016 Explorer vehicles built on or before 2/12/2016 equipped with climate controlled seats may exhibit a lack of cooling performance from the front seat backrests.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

Perform the procedure on both front seats.

1. Check the vehicle build date. Was the vehicle built on or before 2/13/2016?
  - a. Yes - proceed to Step 2.
  - b. No - this article does not apply. Refer to Workshop Manual (WSM), Section 501-10 for normal diagnostics.
2. Check for diagnostic trouble codes (DTCs) in the front seat climate control module (SCME). Are any DTCs present?
  - a. Yes - this article does not apply. Refer to WSM, Section 501-10 for normal diagnostics.
  - b. No - proceed to Step 3.
3. Can the front seat backrest blower motor be heard running when operating the climate controlled seats?
  - a. Yes - proceed to Step 4.
  - b. No - this article does not apply. Refer to WSM, Section 501-10 for normal diagnostics.
4. Replace the front seat backrest blower motor. Refer to WSM, Section 501-10.
5. Determine the vehicle model line being repaired.
  - a. Edge - the repair is complete.
  - b. Explorer - proceed to Step 6.
6. On Explorer vehicles use the Integrated Diagnostic System (IDS) to update the as built data in the seat SCME.
  - a. Select module programing and press the tick mark.
  - b. Select as built.
  - c. Select SCME and press the tick mark.
  - d. You may see a screen describing VIN verification. Press the tick mark.
  - e. Verify the VIN is correct by selecting yes.
  - f. Select no if the IDS asks were you sent here for part numbers or from another procedure.
  - g. Select automatic and press the tick mark.

NOTE: The information contained 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, Lincoln, or Mercury 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.

h. Follow the IDS prompts to complete the procedure.

Obtain Locally
Part Description
200 mm (8 inch) Tie Strap (Multi-Contour Seat Only)

<b>PART NUMBER</b>	<b>PART NAME</b>
GU5Z-19N550-B	Seat Back Blower Motor Assembly

<b>OPERATION</b>	<b>DESCRIPTION</b>	<b>TIME</b>
160080A	2016 Explorer With Multi-Contour Seats: Diagnose And Replace The Front Seat Backrest Blower Motors Both (2) Front Seats Includes Time To Update As Built Data In The SCME (Do Not Use With Any Other Labor Operations)	1.0 Hr.
160080B	2016 Explorer Without Multi-Contour Seats: Diagnose And Replace The Front Seat Backrest Blower Motors Both (2) Front Seats Includes Time To Remove And Install Seats And Update As Built Data In The SCME (Do Not Use With Any Other Labor Operations)	1.6 Hrs.
160080C	2015-2016 Edge: Diagnose And Replace The Front Seat Backrest Blower Motors Both (2) Front Seats Includes Time To Remove And Install Seats (Do Not Use With Any Other Labor Operations)	2.0 Hrs.

**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.

**DEALER CODING**

<b>BASIC PART NO.</b>	<b>CONDITION CODE</b>
19N550	42