



TECHNICAL SERVICE BULLETIN

HVAC Evaporator Case Whistle Noise In Right Footwell Area - Built On 15-Feb-2019 And Through 12-Mar-2019

19-2265
05 September
2019

Model:

Ford 2019 Escape
Lincoln 2019 MKC

Issue: Some 2019 Escape and MKC vehicles built on 15-Feb-2019 and through 12-Mar-2019 may exhibit a whistle noise from the heating ventilation and air conditioning (HVAC) evaporator core cover area where the evaporator tubes enter the evaporator case in the right side footwell area. The noise will be most noticeable while transitioning into maximum heat with higher blower speeds. This may be due to incorrect evaporator core cover to evaporator case sealing that can allow an air leak and result in a whistle noise. To correct the condition, follow the Service Procedure steps to apply a small piece of mastic sealing patch to the evaporator case/cover joint.

Action: Follow the Service Procedure steps to correct the condition that meet all of the following criteria:

- 2019 Escape/MKC
- Built on 15-Feb-2019 and through 12-Mar-2019
- Whistle noise from the HVAC evaporator core/right footwell area

Parts

Part Number	Description	Quantity
EJ7Z-7824344-A	Mastic Sealing Patch	1

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.

Labor Times

Description	Operation No.	Time
2019 Escape/MKC: Verify Concern And Install Mastic Sealing Patch (Do Not Use With Any Other Labor Operations)	192265A	0.5 Hrs.

Repair/Claim Coding

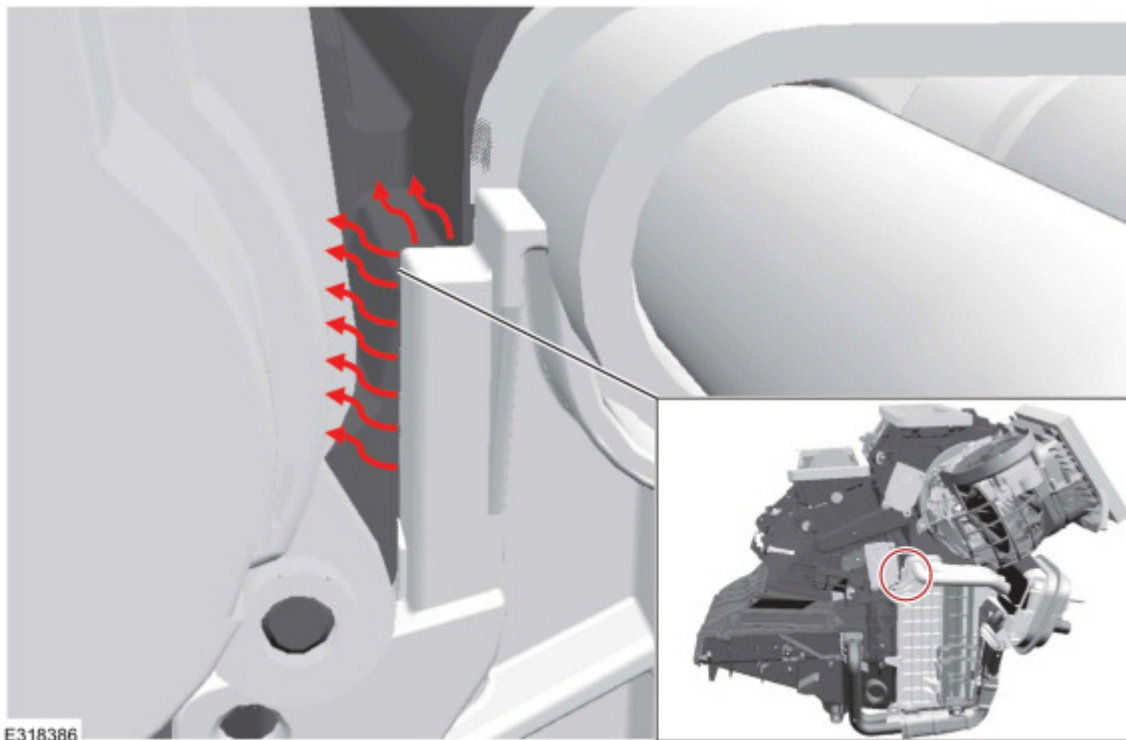
Causal Part:	19D672
Condition Code:	38

Service Procedure

1. Verify the symptom.

- (1). On vehicles equipped with electronic manual temperature control (EMTC), set the controls to maximum heat. On vehicles equipped with dual automatic temperature control (DATC), set the left and right side controls to maximum heat.
 - (2). Set the fan speed control to the third speed setting.
 - (3). Select the airflow from all register positions.
 - (4). Listen for a whistle noise.
 - (5). Select the airflow for floor mode only with the fan speed control still on the third speed setting and listen for a whistle noise.
 - (6). With the airflow still in floor mode, increase the fan speed to the maximum setting and listen for a whistle noise.
2. Does the vehicle exhibit a whistle noise from the HVAC evaporator core cover area next to the evaporator tubes in the right side footwell area during any of the HVAC control settings above? (Figure 1)
- (1). Yes - proceed to Step 3.
 - (2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 412-00 for normal diagnostics.

Figure 1



3. On EMTC and DATC vehicles, perform the removal and installation instructions for the right side temperature door actuator. Refer to WSM, Section 412-00.
4. Cut a 25.4 mm (1 inch) square piece of mastic and remove the backing from the adhesive side.
5. Slide the mastic sealing patch in between the right side temperature door actuator and evaporator core tubes. (Figure 2-3)

Figure 2

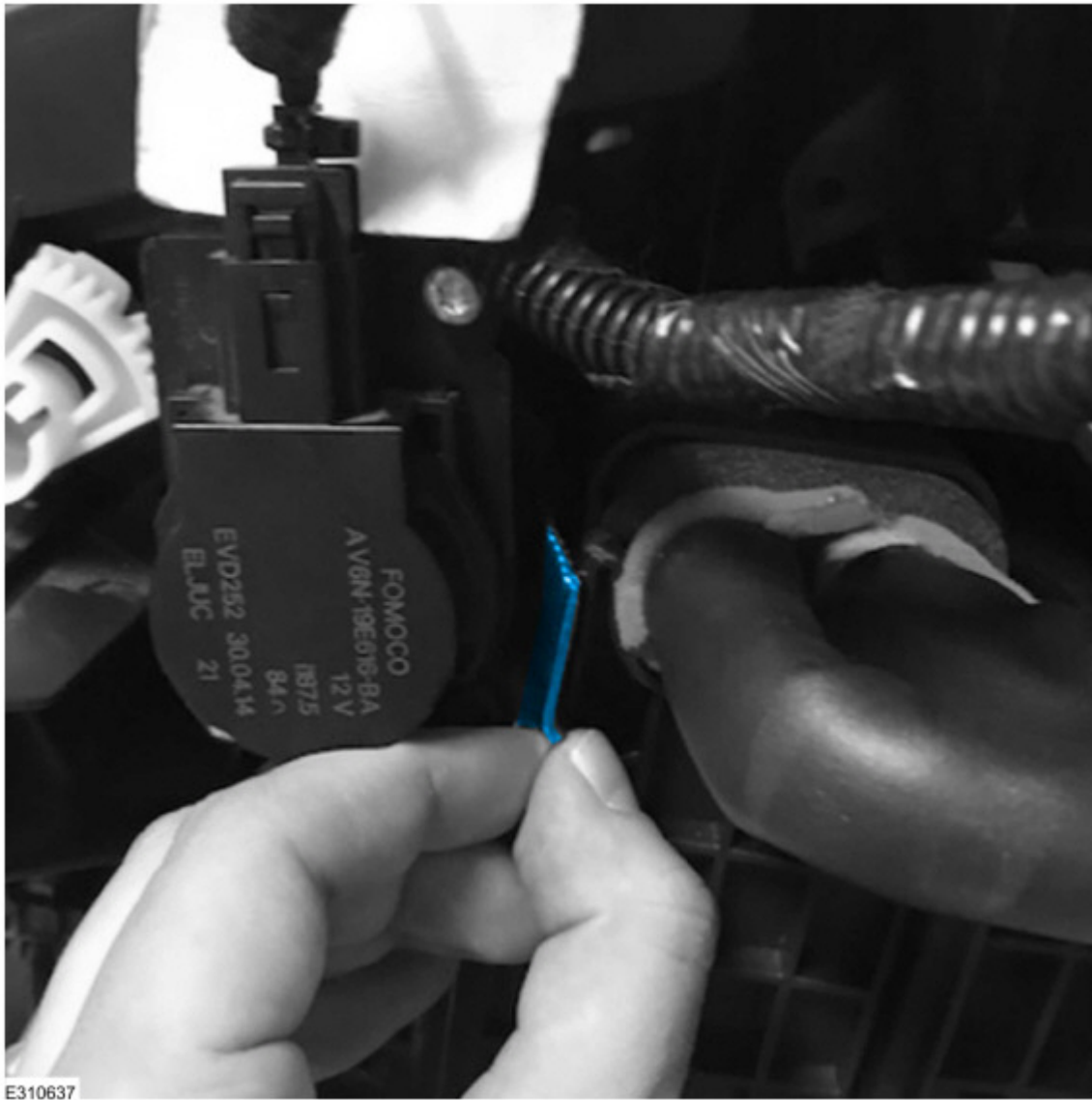
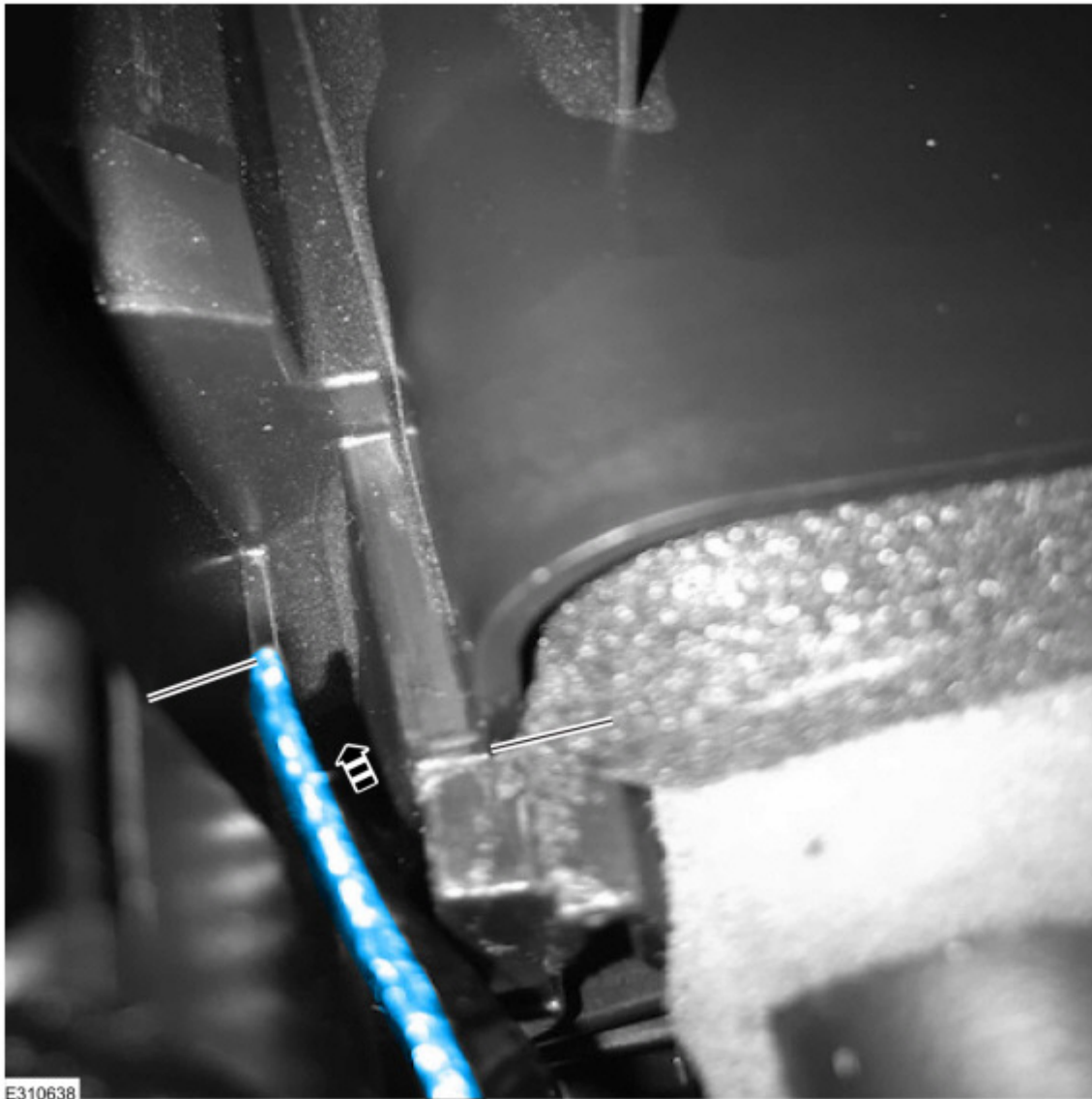


Figure 3



6. Apply slight pressure to mastic sealing patch after it is located and confirm location is correct as described in Step 5.

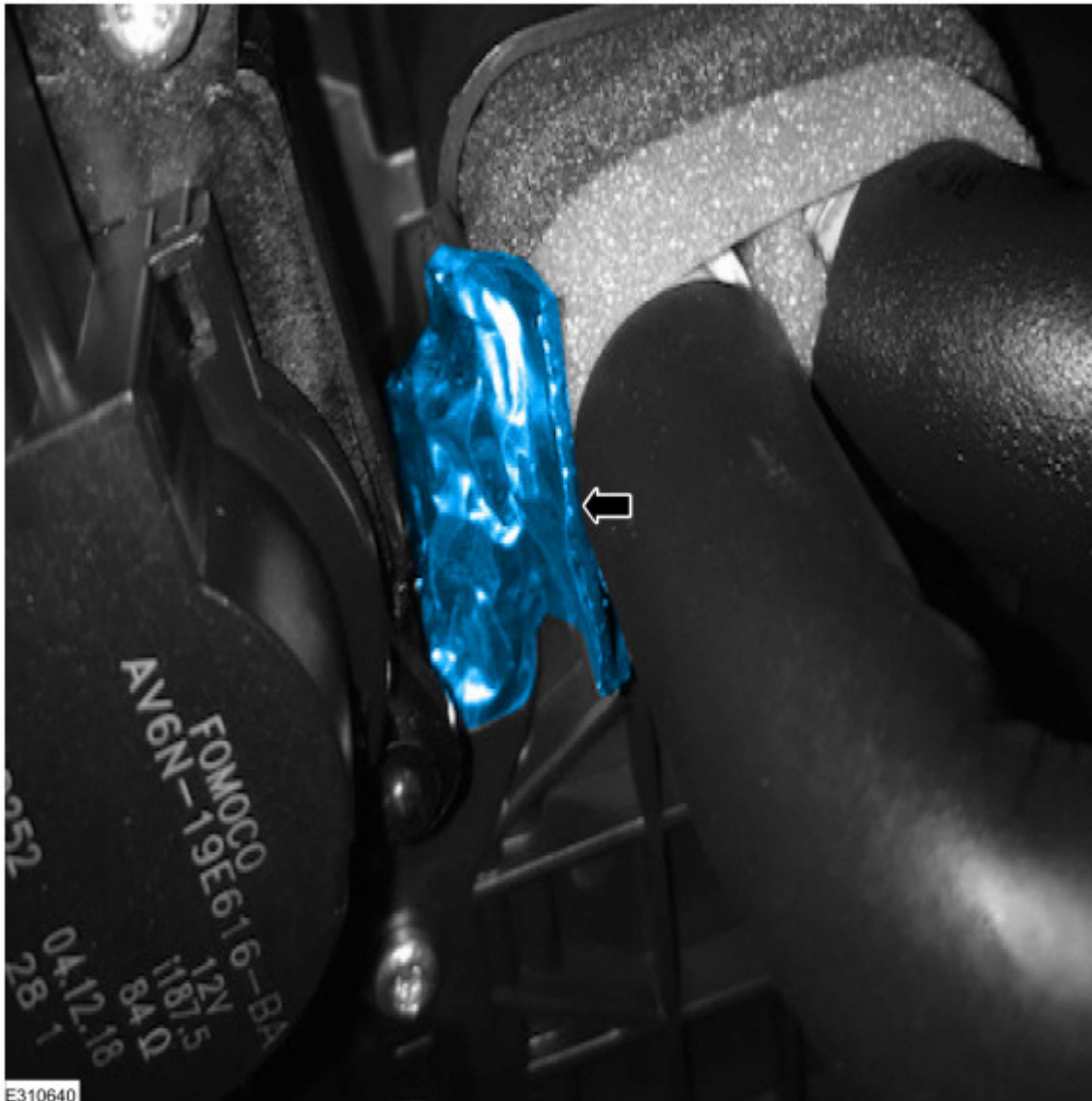
7. Use a small screwdriver or equivalent tool to apply mastic sealing patch around the area until completely adhered. (Figure 4-5)

Figure 4



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Figure 5



8. Repeat Step 1 to verify the whistle noise is resolved.
9. To install, reverse the removal procedure.

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