

LOSS OF ONE-TOUCH-UP POWER WINDOW OPERATION—BUILT ON OR BEFORE 4/30/2013

TSB 13-10-4

FORD:
2013 Fusion

LINCOLN:
2013 MKZ

ISSUE

Some 2013 Fusion and MKZ vehicles built on or before 4/30/2013 may exhibit a loss of one-touch-up power window operation. One-touch-down operation will continue to operate normally. Performing the power door window initialization procedure will return the power windows to normal operation for a period of time.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Is the customer concern with the front or rear power door window operation?
 - a. If the concern is with the front power door window check the vehicle build date.
 - (1) If the vehicle was built on or before 10/30/2012, proceed to Step 2.
 - (2) If the vehicle was built on or after 11/1/2012, proceed to Step 3.
 - b. If the concern is with the rear power door window - Proceed to Step 2.
2. Replace both rear door modules (RDM). Refer to Workshop Manual (WSM), Section 419-10.
3. Reprogram driver door module (DDM) and passenger door module (PDM) to the latest calibration using IDS release 87.01 and higher. Calibration files may also be obtained at www.motorcraft.com.
4. Perform power door window initialization on any power door window with one-touch-up inoperative. Refer to WSM, section 501-11

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.

OPERATION	DESCRIPTION	TIME
131004A	2013 Fusion And MKZ: Reprogram The DDM And PDM Includes Time To Perform Power Door Window Initialization (Do Not Use With Any Other Labor Operations)	0.4 Hr.
131004B	2013 Fusion And MKZ: Replace Both Rear Door Modules Includes Time To Perform Power Door Window Initialization (Do Not Use With Any Other Labor Operations)	0.8 Hr.
131004C	2013 Fusion And MKZ: Replace Both Rear Door Modules, Reprogram The DDM And PDM Includes Time To Perform Power Door Window Initialization (Do Not Use With Any Other Labor Operations)	1.1 Hrs.

DEALER CODING

BASIC PART NO.
14B291

CONDITION
CODE
42

PART NUMBER	PART NAME
DG9Z-9923394-B	Module

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.