

**FORD:**

2005-2009 Focus  
2008-2010 Crown Victoria  
2000-2005 Expedition, F-150  
2007-2012 Edge  
2008-2010 Escape

**LINCOLN:**

2008-2010 Town Car

2000-2005 Navigator  
2007-2012 MKX

**MERCURY:**

2008-2010 Grand Marquis, Mariner

This article supersedes TSB **09-21-6** to update the vehicle model years and Service Procedure.

**ISSUE**

Some vehicles may experience white flakes or powder coming from the A/C vents when the blower motor is engaged.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE****NOTE**

WHEN WORKING WITH COMPRESSED AIR AND NUISANCE DUST, THE USE OF DUST PROOF GOGGLES AND A DUST MASK IS RECOMMENDED.

**NOTE**

THE ENTIRE EVAPORATOR CORE SURFACE MUST BE DRY FOR BEST RESULTS.

**NOTE**

WHILE PERFORMING THIS PROCEDURE AND SELECTING DIFFERENT VENT MODES SUCH AS FLOOR / PANEL AND FLOOR / DEFROST, IT MAY BE NECESSARY TO TEMPORARILY START THE ENGINE TO ENABLE MODE DOOR MOVEMENT.

**Clean A/C Ducts:**

1. Remove floor duct trim.

2. Using masking tape, connect one end of the vacuum cleaner hose to the floor duct on driver side.
3. Tape closed all the other floor duct openings.
4. Obtain about 61 cm (2') of rubber vacuum line large enough to fit the end of a small shop air blowgun. Secure the hose to the end of the blowgun using a worm clamp.
5. Close all instrument panel registers.
6. Set temperature setting to full cold.
7. Place mode in floor / panel.
8. Turn on vacuum cleaner.
9. Working with one register at a time, insert the vacuum line down each duct and blow shop air through each duct for 30 seconds. Be sure to close each register before moving on to the next register.
10. Change mode to floor / defrost.
11. Blow down each defroster duct for 30 seconds.
12. Alternate mode door between floor and floor / defrost three (3) times, giving the door time to move between each change.
13. Turn off vacuum cleaner.

**Clean Evaporator Core:**

1. Change mode to full floor.
2. Ensure temperature is full cold.

**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.

## TSB 11-9-6 (Continued)

3. Remove blower motor per Workshop Manual (WSM), Section 412.
4. Turn on vacuum cleaner.
5. Reach into blower opening with vacuum line and using compressed shop air set to maximum inlet pressure of 689 kpa (100 psi) proceed to blow compressed air for a minimum of 5 minutes, utilizing a very slow sweeping action.
6. Blow the entire core face with an up and down motion, then repeat moving from side to side.

### **NOTE**

ATTENTION TO THE BLOW-OFF OF THE EVAPORATOR CORE SURFACE WILL DETERMINE EFFECTIVENESS OF REPAIR.

7. Install the blower motor per WSM, Section 412.
8. Open all registers.
9. Operate the A/C system in Max mode with the blower on the lowest setting. Monitor the temperature with a thermometer until the lowest temp is achieved. Switch to vent and monitor the temperature until ambient temperature is reached.
10. Repeat Step 9 three (3) additional times.
11. Switch the blower motor to high speed with the vent mode still selected. white flakes should not come out of the vents. If no white flakes are present continue to Step 12.
12. Disconnect vacuum cleaner and remove tape from floor duct.

13. Reassemble floor duct trim.
14. Blow powder off or vacuum dash board and vehicle interior as required.

**WARRANTY STATUS:** Eligible Under Provisions Of New Vehicle Limited Warranty Coverage  
**IMPORTANT:** Warranty coverage limits/policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

OPERATION	DESCRIPTION	TIME
110906A	2004-2005 F-150, 2008-2010 Crown Victoria, Grand Marquis, Escape, Mariner, 2005-2009 Focus, 2007-2012 Edge, MKX: Clean A/C Ducts And Evaporator Core (Do Not Use With Any Other Labor Operations)	1.2 Hrs.
110906A	2000-2005 Expedition, Navigator, 2000-2003 F-150, 2008-2010 Town Car: Clean A/C Ducts And Evaporator Core (Do Not Use With Any Other Labor Operations)	1.4 Hrs.

### **DEALER CODING**

BASIC PART NO.	CONDITION CODE
19860	49