AUDIO / NAVIGATION SERVICE AND ORDERING PROCEDURES	TSB 06-10-10

FORD:

2005-2007 Crown Victoria, Five Hundred, Focus, Freestyle, Mustang
2006-2007 Fusion
2005 Explorer Sport Trac
2005-2007 E-Series, Escape Hybrid, Escape, Expedition, Explorer, F-150, F-Super Duty
2007 Edge, Explorer Sport Trac
2006-2007 Low Cab Forward

LINCOLN:

2005-2006 Lincoln LS
2005-2007 Town Car

2006 Zephyr
2007 MKZ
2005 Aviator
2005-2007 Navigator
2006-2007 Mark LT
2007 MKX

MERCURY:

2005-2007 Grand Marquis, Montego
2006-2007 Milan
2005-2007 Mariner, Mountaineer
2006-2007 Mariner Hybrid

ISSUE

Some vehicles may require the audio or navigation unit to be replaced. A new service procedure is available for vehicles listed in the Vehicle Application Chart (Figure 2).

ACTION

After performing diagnostics to determine if replacement of the audio or navigation unit is necessary, follow the TSB Service Procedure to obtain the part number for ordering. Removal of the audio or navigation unit to access the part number is no longer required.

NOTE

THIS TSB DOES NOT APPLY IF THE DISPLAY HEAD IS NOT FUNCTIONING.

SERVICE PROCEDURE

The part number can be accessed on the audio display head / screen. There are two different procedures for each subsystem, select the one that applies.
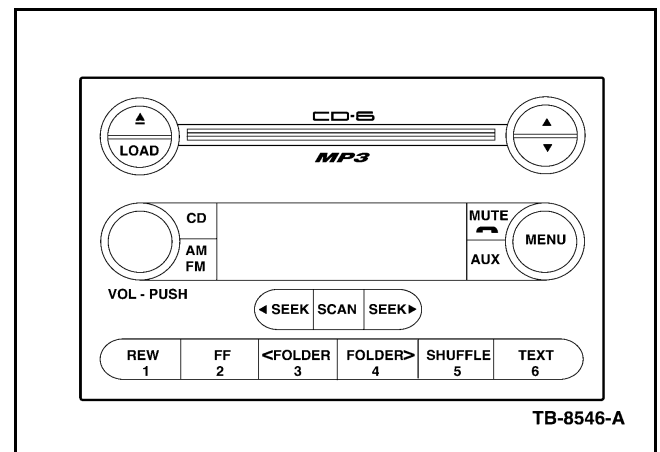
Audio Procedure 1 (CD-6 With New Round Control Buttons (Figure 1):

Figure 1 - Article 06-10-10

1. Turn the radio "on".

2. Press and hold the memory preset buttons 3 and 6 for 3 seconds - this will initiate the speaker walk around test.

3. Before the test is complete, press the button 6.

4. Then press the up-arrow on the right hand side of CD slot to view and record the part number.

5. To exit, turn the radio "off".

Audio Procedure 2 (All Other Units):

1. Turn the radio "on".

2. Press and hold the memory preset buttons 3 and 6 for 3 seconds - this will initiate the speaker walk around test.

3. Before the test is complete, press the button 6.

4. Then press the arrow on the right-side of either one of the following buttons: "disc", "tune", or "disc-tune" depending on the unit - this will display the information menus that scroll through the following items quickly: config 1, config 2, eeprom number, and audio part number.

5. You may have to repeat step 4 a few times to capture the part number completely.

6. To exit, turn the radio "off".

NOTE
TO MAKE IT EASIER TO IDENTIFY AND WRITE DOWN THE CORRECT PART NUMBER, THE BASE PART NUMBER FOR EACH AUDIO/NAVIGATION CONFIGURATION IS SHOWN BELOW.

Unit Description	Base Part Number
Disc-6 Audio Unit	18C815
Cassette And CD Audio Unit	18C868
Single CD Audio Unit	18C869
Navigation Radio	18K931

NOTE
FOR DETAIL INFORMATION ON NAVIGATIONAL SYSTEM, REFER TO WORKSHOP MANUAL, SECTION 419-07.

Audio / Navigation Procedure 1 (All Except Lincoln):

1. Turn the radio "on"

2. Press and hold the memory preset buttons 3 and 6 for 3 seconds.

3. Then press the "end test" on the display screen.

4. Select the "system info" on the next screen to view the part number.

5. To exit, press "exit diagnostics".

Audio / Navigation Procedure 2 (Lincoln):

1. Turn the radio "on"

2. Press and hold the "audio" and "menu" buttons for 5 seconds.

3. Enter code 917 for "dig pin" on the display screen and press "enter".

4. The part number is displayed in the third box, second line.

5. To exit, press "cancel".

To order an exchange unit or get technical support dealers can call audio / multimedia service center and technical hotline at 800-367-3333

- Same Day Delivery Service is available in 24 major markets when the service center is notified by 12:00 P.M.
- Next Day Delivery Service is available in all markets when the service center is notified by 3:00 P.M.

Removal and Installation

Refer to the appropriate Workshop Manual, Section 415-01 for removal and installation instructions.

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

OPERATION	DESCRIPTION	TIME
061010A	Includes Time To Retrieve Engineering Part Number And Order An Exchange Unit (Do Not Use With 18805B)	0.2 Hr.
MT061010	For Removal And Installation After The Exchange Unit Is Received Claim Labor As Actual Time Or Use SLTS Operation If Available	Actual Time

DEALER CODING

BASIC PART NO.	CONDITION CODE
18C815 (DISC-6 AUDIO UNIT)	42
18C868 (CASSETTE AND CD AUDIO UNIT)	42
18C869 (SINGLE CD AUDIO UNIT)	42
18K931 (NAVIGATION RADIO)	42

VEHICLE APPLICATION CHART

	Vehicles	Model Year		
		2005	2006	2007
1	Aviator	Yes (1)		
2	Crown Victoria	Yes	Yes	Yes
3	E-Series	Yes (1) & (2)	Yes (2)	Yes (2)
4	Edge			Yes
5	Escape	Yes (1) & (3)	Yes (3)	Yes
6	Escape - Hybrid	Yes (1)	Yes	Yes
7	Excursion	No		
8	Expedition	Yes (1)	Yes	Yes
9	Explorer	Yes (1)	Yes	Yes
10	Explorer - Sport Trac	Yes (1)		Yes
11	F-150	Yes	Yes	Yes
12	F-Super Duty	Yes	Yes	Yes
13	Five Hundred	Yes	Yes	Yes
14	Focus	Yes	Yes	Yes
15	Ford GT	No	No	
16	Freestar	No	No	No
17	Freestyle	Yes	Yes	Yes
18	Fusion		Yes	Yes
19	Grand Marquis	Yes	Yes	Yes
20	Lincoln LS	Yes	Yes	
21	Low Cab Forward		Yes	Yes
22	Mariner	Yes	Yes	Yes
23	Mariner-Hybrid		Yes	Yes
24	Mark LT		Yes	Yes
25	Milan		Yes	Yes
26	MKX			Yes
27	Montego	Yes	Yes	Yes
28	Monterey	No	No	No
29	Mountaineer	Yes (1)	Yes	Yes
30	Mustang	Yes	Yes	Yes
31	Navigator	Yes (1)	Yes	Yes
32	Ranger	No	No	No
33	Sable	No		
34	Taurus	No	No	No
35	Thunderbird	No		
36	Town Car	Yes	Yes	Yes
37	Zephyr/MKZ		Yes	Yes

Vehicle Not Available ▮

(1)   Not available prior to 12/2004
(2)   Only on CDR & CD6
(3)   Not available on "Audiophile" until 10/2005

TB-8547-B

Figure 2 - Article 06-10-10