

FORD:

2015 F-150

2013-2016 Fusion

LINCOLN:

2013-2015 MKZ

2015 MKC

ISSUE

Some 2013-2016 Fusion, 2013-2015 MKZ, 2015 MKC, and 2015 F-150 vehicles may exhibit one or more of the power windows becoming intermittently inoperative in freezing temperatures with no window diagnostic trouble codes (DTC) present.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Connect the Ford Interactive Diagnostic System (IDS) service tool or equivalent scan tool, to the data link connector (DLC) and perform a self-test on the driver door module (DDM) and passenger door module (PDM). Were any window related DTCs present?
 - a. Yes - this article does not apply, refer to Workshop Manual (WSM), Section 501-11 for normal diagnosis.
 - b. No - proceed to Step 2.
2. Based on the vehicle being repaired, proceed to the appropriate service procedure step.
 - a. F-150 proceed to Step 3.
 - b. Fusion/MKZ proceed to Step 4.
 - c. MKC proceed to Step 7.
3. Check the F-150 build date. Refer to WSM, Section 100-01. Was the vehicle built on or before 3/10/2015?
 - a. Yes - proceed to Step 9.
 - b. No - this article does not apply, refer to WSM, Section 501-11 for normal diagnosis.
4. Check the Fusion/MKZ identification number (VIN). Refer to WSM, Section 100-01. What is the first digit of VIN?
 - a. If the first digit of the VIN starts with a number 3 proceed to Step 5.
 - b. If the first digit of the VIN starts with a number 1 proceed to Step 6.
5. Check the Fusion/MKZ build date. Refer to WSM, Section 100-01. Was the vehicle built on or before 3/24/2015?
 - a. Yes - proceed to Step 8.
 - b. No - this article does not apply, refer to WSM, Section 501-11 for normal diagnosis.
6. Check the Fusion/MKZ build date. Refer to WSM, Section 100-01. Was the vehicle built on or before 4/29/2015?
 - a. Yes - proceed to Step 8.
 - b. No - this article does not apply, refer to WSM, Section 501-11 for normal diagnosis.

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.

7. Check the MKC build date. Refer to WSM, Section 100-01. Was the vehicle built on or before 5/21/2015?
 - a. Yes - proceed to Step 8.
 - b. No - this article does not apply, refer to WSM, Section 501-11 for normal diagnosis.
8. Replace both rear door modules (RDM). Refer to WSM, Section 419-10.
9. Reprogram the DDM and PDM to the latest calibration using IDS release 95.05 and higher. Calibration files may also be obtained at www.motorcraft.com.
10. With the key-on engine running (KOER), run each window to the full up position and hold the switch up for 2 seconds, then follow it with a one-touch down so the modules learn the full travel position of each window.
 - a. If equipped with memory mirrors, a relearn is required.

PART NUMBER	PART NAME
DG9Z-14B291-VN	Rear Door Module - Fusion/MKZ/MKC (2 Req)

OPERATION	DESCRIPTION	TIME
150098A	2015 F-150: Diagnose, Reprogram The DDM And PDM Following The Service Procedure (Do Not Use With Any Other Labor Operations)	0.4 Hr.
150098B	2013-2016 Fusion And 2013-2015 MKZ: Diagnose, Replace RDM On Both (2) Rear Doors And Reprogram The DDM And PDM Following The Service Procedure (Do Not Use With Any Other Labor Operations)	0.9 Hr.
150098C	2015 MKC: Diagnose, Replace RDM On Both (2) Rear Doors And Reprogram The DDM And PDM Following The Service Procedure (Do Not Use With Any Other Labor Operations)	0.8 Hr.

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

BASIC PART NO.	CONDITION CODE
14B291	04