

TECHNICAL SERVICE BULLETIN				reissue No.26/2013 05 August 2013		
Circulate to:	Service Manager	Body Shop Manager	Parts Manager	Foremen	Receptionists	Technicians
© Ford Motor Company						
All rights reserved.						
This bulletin represents technical service information only. Without exception all gratis repairs and replacements are subject to the individual warranty and policy procedures of the supervisory Ford Company. The illustrations, technical information, data and descriptive text in this issue, to the best of our knowledge, were correct at the time of publication.						
This reissue replaces all previous versions. Please destroy all previous versions. Only refer to the electronic version of this TSB in FordEtis. The Service Instruction has been update to refer to the actual Warranty Bulletin 8/2013.						
Subject/Concern:		BOSCH 5-inch navigation unit will not switch on after a period of discontinued use or battery disconnection				
Model:						
Fusion 2002.75 (06/2002–12/2011) - with BOSCH navigation system (5-inch display)				Build Date: 01.06.2008-01.06.2009 Build Code: 8K-9R Assembly Plant: Cologne		
Focus 2004.75 (07/2004–07/2011) - with BOSCH navigation system (5-inch display)				Build Date: 01.06.2008-01.06.2009 Build Code: 8K-9R Assembly Plant: Saarlouis		
Focus 2004.75 (07/2004–07/2011) - Coupe Convertible with BOSCH navigation system (5-inch display)				Build Date: 01.06.2008-01.06.2009 Build Code: 8K-9R Assembly Plant: Bairo		
C-MAX 2003.75 (06/2003–07/2010) - with BOSCH navigation system (5-inch display)				Build Date: 01.06.2008-01.06.2009 Build Code: 8K-9R Assembly Plant: Saarlouis		
Kuga 2008.5 (02/2008–07/2012) - with BOSCH navigation system (5-inch display)				Build Date: 01.06.2008-01.06.2009 Build Code: 8K-9R Assembly Plant: Saarlouis		
Mondeo 2007.5 (02/2007–) - with BOSCH navigation system (5-inch display)				Build Date: 01.06.2008-01.06.2009 Build Code: 8K-9R Assembly Plant: Genk		
S-MAX/Galaxy 2006.5 (03/2006–) - with BOSCH navigation system (5-inch display)				Build Date: 01.06.2008-01.06.2009 Build Code: 8K-9R Assembly Plant: Genk		
Transit/Tourneo Connect 2002.5 (06/2002–) - with BOSCH navigation system (5-inch display)				Build Date: 01.06.2008-01.06.2009 Build Code: 8K-9R Assembly Plant: Kocaeli		
Transit 2006.5 (04/2006–04/2012) - with BOSCH navigation system (5-inch display)				Build Date: 01.06.2008-01.06.2009 Build Code: 8K-9R Assembly Plant: Kocaeli Assembly Plant: Southampton		
Markets:		Great Britain, Germany, France, Spain, Italy, Belgium, Netherlands, Denmark, Austria				
Section:		415-01				
Summary						
Please ensure that this bulletin is circulated to all Service Personnel.						

Should a customer express concern, that the BOSCH navigation system (5-inch display) will not switch on after a period of discontinued use or disconnecting the battery, the probable cause is a hardware failure within the unit.

NOTE:

- BOSCH will provide a free of charge unit through the direct repair programme ONLY if the symptom and build date is exactly as described in this Technical Service Bulletin.
- BOSCH will not accept liability for any units where there is evidence that it has been opened.
- BOSCH will only supply free of charge units for repair dates up to December 31st 2015

Affected units were built between **June 2008** and **May 2009** with the following part numbers:

- 8S7T-18K931-AC/AD
- 8M5T-18K931-GB/GC/GD/HB/HD/HC
- 8C1T-18K931-AA/AB/AC
- 8V4T-18K931-AD/AE/AF
- 8M5T-18K931-NA
- 8V4T-18K931-BA

This Technical Service Bulletin informs dealers how to order a replacement for an affected unit through the direct repair programme.

Warranty Information:

- Material costs are not claimable as a replacement unit will be provided by Bosch free of charge
- The standard Administration Allowance will be reimbursed and must be entered on the claim
- Labor costs will be reimbursed as detailed in this TSB using the Labor time schedules as specified below for the defined models.

NOTE:

The unique Removal and Installation labor time schedule specified in this TSB includes:

- IDS - Vehicle Connection/Communication
- Labour time for the initial retrieval of the Serial / Part number
- Removal and Installation for fitting the replacement unit
- Re configure unit (where this is applicable to the model)
- A single claim must be submitted covering both the initial customer visit and subsequent repair
- All units subject to this failure mode will be outside of any Ford Warranty, therefore claims must be coded as detailed below – see Repair / Claim Coding.
- Claims will only be accepted for claims with a repair date up to December 31st 2015

Please refer to **Warranty Bulletin 8/2013** for further information about the direct repair programme.

Labor Time: Fusion 2002.75; Focus 2004.75; Focus 2004.75 Coupe Convertible; C-MAX 2003.75; Kuga 2008.5; Transit/Tourneo Connect 2002.5; Transit 2006.5

How to obtain the Ford part number and serial number?		Can be retrieved from sticker/tag.	
Is reconfiguring required when fitting the new navigation system?		YES	
Total labor time required	Includes:	IDS - Vehicle Connection/Communication	710090F26
		Partially removal of Audio Unit to retrieve Serial / Part number	
		Audio Unit - Remove And Install	
		IDS - Vehicle Connection/Communication	
		Audio Unit - Configure (Using Ford Approved Diagnostic Tool)	
Which ACP code should be used?		00978	

Labor Time: Mondeo 2007.5 and S-MAX/Galaxy 2006.5

How to obtain the Ford part number and serial number?		Can be retrieved from sticker/tag.	
Is reconfiguring required when fitting the new navigation system?		NO	
Total labor time required	Includes:	IDS - Vehicle Connection/Communication	710110F26
		Partially removal of Audio Unit to retrieve Serial / Part number	
		Audio Unit - Remove And Install	
Which ACP code should be used?		00978	

Programme Code

P76 Admin Allowance must be claimed using miscellaneous expense code E005

Service Instruction

See Summary.

Receiving Inspection

1. Verify the customer concern. Check for any failures to the power supply of the audio unit. For additional information refer to the corresponding Workshop Manual Section 415-01 on FordEtis.

- If an obvious cause for the reported concern is found, repair as required.
- If an external cause to the unit is not evident, it will be necessary for it to be replaced. Go to next step.

Obtain BOSCH Audio Unit Build Date and Part Number

1. Partially remove the audio unit. For additional information refer to the corresponding Workshop Manual Section 415-01 on FordEtis.
 1. Obtain unit **build date** from sticker/tag.
Example: **08 06 10** = Calendar year / Month / Day = **2008 June 10**.
 2. Obtain unit **part number** from sticker/tag.
 3. Obtain unit **serial number** (last seven digits).
- If the unit build date and part number is within the specified range (see Summary),



apply the Ford Direct Repair Process to obtain a unit replacement. Go to next step.

Order a Bosch navigation exchange unit

1. Log into 'infoTip'. Select **in warranty** in the 'Type of order' section field.

- For detailed information refer to **Warranty Bulletin 8/2013**.

The screenshot shows the 'infoTip' website interface. The main heading is 'Bosch Car Multimedia (+ Blaupunkt): Repair classification'. Below this, there is a section for 'Start by determining the type of order.' with fields for 'Article number' (7612300522001) and 'Article name'. There is also a 'Type of order' dropdown menu with options 'please select', 'in warranty', and 'changeable'. The 'in warranty' option is selected. At the bottom, there is a 'next' button.

2. Enter the module serial number.
1. Module serial number. Enter the serial number.
 2. Fault description / miscellaneous. Enter the keyword **RAM-Exchange** in the fault description / miscellaneous edit field.

- **NOTE: A free of charge unit will only be supplied if the keyword 'RAM-Exchange' has been entered.**

infoTIP ...supporting your business!

asfvanet[UK:dealer]

Repair with ...

BOSCH

Bosch Car Multimedia (+ Blaupunkt): Details on product and fault

Please specify further details regarding the product and fault here.

Serial number: (1)

Keycode:

Important: In the case of devices with a freely selectable code, please enter the 4 to 6 digit numerical code here. In the case of devices with a KeyCard, please send the KeyCard with the device as an accessory!

Vehicle brand/ -type:

Other vehicle details:

for example mileage, age, etc of the vehicle

Vehicle Identification Number (VIN):

Description of defect: please select

Description of condition: please select

Fault description / miscellaneous: (2)

previous next

©2007-2011 InfoTip Service GmbH

E168069

3. Order the Bosch navigation unit in line with the established process in 'infoTip'.

- Refer to **Warranty Bulletin 8/2013** for details of the established process.

infoTIP ...supporting your business!

asfvanet[UK:dealer]

Repair with ...

BOSCH

Bosch Car Multimedia (+ Blaupunkt): Details on product and fault

Please specify further details regarding the product and fault here.

Serial number: (1)

Keycode:

Important: In the case of devices with a freely selectable code, please enter the 4 to 6 digit numerical code here. In the case of devices with a KeyCard, please send the KeyCard with the device as an accessory!

Vehicle brand/ -type:

Other vehicle details:

for example mileage, age, etc of the vehicle

Vehicle Identification Number (VIN):

Description of defect: please select

Description of condition: please select

Fault description / miscellaneous: (2)

previous next

©2007-2011 InfoTip Service GmbH

E168069