

FORD:

2017 Fusion

LINCOLN:

2017 MKZ

ISSUE

Some 2017 Fusion and MKZ vehicles equipped with Sirius satellite radio and built on or before 31-Aug-2016 may exhibit an intermittent concern where the audio cuts out and the radio displays a No Signal or Acquiring message while driving in open sky conditions.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Does the Sirius satellite radio audio cut out and display a No Signal or Acquiring message on the radio display?
 - a. Yes - replace the antenna.
 - (1) MKZ - replace the satellite radio antenna. Refer to Workshop Manual (WSM), Section 415-00.
 - (2) Fusion - replace the audio unit antenna. Proceed to Step 2.
 - b. No - this article does not apply. Refer to WSM, Section 415-00 for normal diagnosis.
2. Lower the rear of the headliner to access the antenna.
 - a. Remove both C-pillar upper trim panels. Refer to WSM, Section 501-05.
 - b. Remove the retainer covers, the retainers and the assist handles.
 - c. Starting from the rear of the headliner release the locator pins and magnets to lower the rear of the headliner to gain access to the antenna.
3. Replace the audio unit antenna. Refer to WSM, Section 415-00.
4. To install, reverse the removal procedure.

PART NUMBER	PART NAME
HP5Z-10E893-B	Satellite Radio Antenna - MKZ
HJ5Z-18936-BA	Audio Unit Antenna - Fusion
W710338-S424	Clip

OPERATION	DESCRIPTION	TIME
160131A	2017 MKZ: Verify Message And Replace The Satellite Radio Antenna (Do Not Use With Any Other Labor Operations)	0.3 Hr.
160131B	2017 Fusion: Verify Message And Replace The Audio Unit Antenna Includes Time To Lower The Rear Of the Headliner (Do Not Use With Any Other Labor Operations)	0.6 Hr.

WARRANTY STATUS:

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.

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
10E893	42