



TECHNICAL SERVICE BULLETIN

Lack Of Heat - Blower Motor Frozen - Cold Weather Conditions

18-2185
02 July 2018

This bulletin supersedes 18-2024. Reason for update: Concern Carryover to New Model

Model:

Ford 2011-2018 Fiesta

Summary

This article supersedes TSB 18-2024 to update the vehicles affected.

Issue: Some 2011-2018 Fiesta vehicles may exhibit a lack of heat resulting from a frozen blower motor. This may be caused by snow entering through the cowl panel grille and screen assemblies. Snow may melt in the heating, ventilation and air conditioning (HVAC) case allowing water to enter the blower motor and freeze during a below freezing overnight soak. Blower motor fuse F4 in the battery junction box (BJB) may also be open and the cabin air filter may be saturated.

Action: Follow the Service Procedure steps to correct the condition.

Parts

Part Number	Description	Quantity
6E5Z-14526-CA	Fuse	1
D2BZ-18D395-B	Screen Assembly	1
BE8Z-14197-A	Upper Cowl Panel To Lower Cowl Panel Clip	6
BE8Z-19N619-A	Cabin Air Filter	1

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.

Labor Times

Description	Operation No.	Time
2011-2018 Fiesta: Replace The Cabin Air Filter And Screen Assembly, Verify Blower Motor Operation Includes Time To Check And Replace Fuse And Remove Foam Deflectors, If Necessary	182185A	1.0 Hrs.
For Any Additional Blower Motor Diagnosis Or Repair Use SLTS Operations If Available Or Actual Time	MT182185	Actual Time

Repair/Claim Coding

Causal Part:	18D395
Condition Code:	42

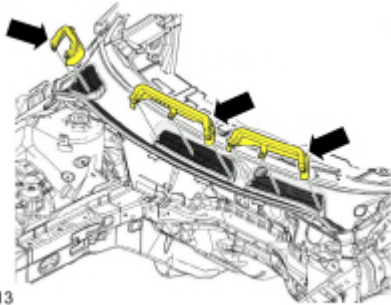
Service Procedure

- Does the vehicle have an engine block heater and heated seats?
 - Yes - refer to Workshop Manual (WSM), Section 412-00 for normal diagnostics.
 - No - proceed to Step 2.
- Replace the cabin air filter. Refer to WSM, Section 412-00.

3. Open the hood and inspect for the presence of foam deflectors on the air inlet openings of the cowl opening grille. Are foam deflectors present? (Figure 1)

- (1). Yes - remove and discard the foam deflectors. Proceed to Step 4.
- (2). No - proceed to Step 4.

Figure 1



4. Remove the cowl panel grille. Refer to WSM, Section 501-02.

5. Remove all screen assemblies from the bulkhead.

6. Install the new screen assembly. (Figure 2)

- (1). Position fingers at the horizontal locator tabs and place the screen into position.
- (2). Feel the opening in the sheet metal with the back of your fingernails and move the screen left and right until you feel it is centered in opening.
- (3). Seat the bottom tabs first, remove your fingers and pivot the top towards the opening to seat the upper tabs. The screen does not make a sound to indicate it is seated in position. Slightly pull on the screen to verify it is properly seated.

Figure 2



7. Install the cowl panel grille. Refer to WSM, Section 501-02.

- (1). Position the cowl panel grille upper rubber strip below the witness line on the windshield.
- (2). Push the cowl panel grille against the windshield and press into the windshield moulding grooves. Push down on the cowl panel grille to snap into position.
- (3). Install cowl panel grille clips.

8. Verify blower motor operation. Does the blower motor operate properly?

- (1). Yes - run the climate control system in high heat and high blower speed for 10 minutes to clear residual moisture from the blower motor cooling tube. Repair is complete.
- (2). No - proceed to Step 9.

9. Inspect fuse 4 in the BJB for an open circuit. Is the fuse open?

- (1). Yes - proceed to Step 10.
- (2). No - refer to WSM, Section 412-00 for normal diagnostics.

10. Replace the fuse. Does the blower motor function properly?

- (1). Yes - run the climate control system in high heat and high blower speed for 10 minutes to clear residual moisture from the blower motor cooling tube. Repair is complete.

(2). No - refer to WSM, Section 412-00 for normal diagnostics.

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