



TECHNICAL SERVICE BULLETIN

Sirius Satellite Radio With 4G TCU Modem - Loss Of Signal/Acquiring Signal Message Displayed - Built On Or Before 13-Nov-2018

18-2358
14 December
2018

Model:

Ford 2018-2019 Explorer

Issue: Some 2018-2019 Explorer vehicles built on or before 13-Nov-2018 equipped with a 4G telematics control unit (TCU) modem may exhibit an Acquiring Signal message with a loss of satellite radio reception while driving in unobstructed areas.

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

Parts

Part Number	Description	Quantity
JB5Z-18936-AM	Audio Unit Antenna - Ingot Silver	1
JB5Z-18936-AN	Audio Unit Antenna - Ruby Red Metallic	1
JB5Z-18936-AP	Audio Unit Antenna - Magnetic	1
JB5Z-18936-AQ	Audio Unit Antenna - Blue	1
JB5Z-18936-AR	Audio Unit Antenna - Burgundy Velvet Metallic	1
JB5Z-18936-AV	Audio Unit Antenna - Shadow Black	1
JB5Z-18936-AT	Audio Unit Antenna - Oxford White	1
JB5Z-18936-AU	Audio Unit Antenna - White Platinum Metallic Tri-Coat	1
JB5Z-18936-AX	Audio Unit Antenna - Platinum Dune Metallic Tri-Coat	1
JB5Z-18936-AW	Audio Unit Antenna - Cinnamon Glaze	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
2018-2019 Explorer: Replace The Audio Unit Antenna Includes Time to Position Down The Rear Of The Headliner (Do Not Use With Any Other Labor Operations)	182358A	1.0 Hrs.

Repair/Claim Coding

Causal Part:	18936
Condition Code:	42

Tool List

Drive	Tool Name
1/4"	Power Tool
1/4"	Ratchet
1/4"	Torque Wrench
1/4"	3" Extension

Drive	Tool Name
1/4"	7 mm Socket
1/4"	8 mm Socket
3/8"	Power Tool
3/8"	3" Extension
3/8"	Torque Wrench
3/8"	13 mm Socket
3/8"	Torx® TP25
	Trim Tool
	Pocket Screwdriver
	Light

Service Procedure

1. Is the customer complaint an intermittent loss of satellite radio reception while displaying an Acquiring Signal message driving in unobstructed areas?
 - (1). Yes - proceed to Step 2.
 - (2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 415-00 for normal diagnostics.
2. Using the Vehicle Information in OASIS, is the vehicle equipped with a 4G TCU modem?
 - (1). Yes - proceed to Step 3.
 - (2). No - this article does not apply. Refer to WSM, Section 415-00 for normal diagnostics.
3. Replace the audio unit antenna. It is not necessary to completely remove the headliner. Position headliner down at the rear to gain access to the audio unit antenna.
 - (1). Remove the D-pillar trim panels. Refer to WSM, Section 501-05.
 - (2). Remove the C-pillar trim panels. Refer to WSM, Section 501-05.
 - (3). Replace the audio unit antenna. Refer to WSM, Section 415-00.
 - (4). To install, reverse the removal procedure.

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