



TECHNICAL SERVICE BULLETIN

Clicking Noise From Dash Panel While Operating The Air Distribution Control

20-2017

23 January
2020

Model:

Ford 2014-2018 Fiesta

Issue: Some 2014-2018 Fiesta vehicles may exhibit a clicking noise from the left side dash panel while operating the air distribution control. This may be due to a damaged door actuator and/or contact between the instrument panel (IP) ground and/or Sync 3 radio harnesses and the air distribution door actuating gear. To correct the condition, follow the Service Procedure steps to reroute the wiring harnesses and/or replace the door actuator.

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- 2014-2018 Fiesta
- Clicking noise from the left side dash panel while operating the air distribution control

Parts

Part Number	Description	Quantity
BE8Z-19E616-B	Door Actuator	1
Obtain Locally	20 cm Tie Strap	1

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2014-2018 Fiesta: Diagnose And Secure The Wiring Harness Retest (Passes) Includes Time To Perform Actuator Calibration Or Reprogram The HVAC Module (Do Not Use With Any Other Labor Operations)	202017A	0.8 Hrs.
2014-2018 Fiesta: Diagnose And Secure The Wiring Harness Retest (Fails) Replace The Air Distribution Door Actuator, Includes Time To Perform Actuator Calibration Or Reprogram The HVAC Module (Do Not Use With Any Other Labor Operations)	202017B	1.0 Hrs.

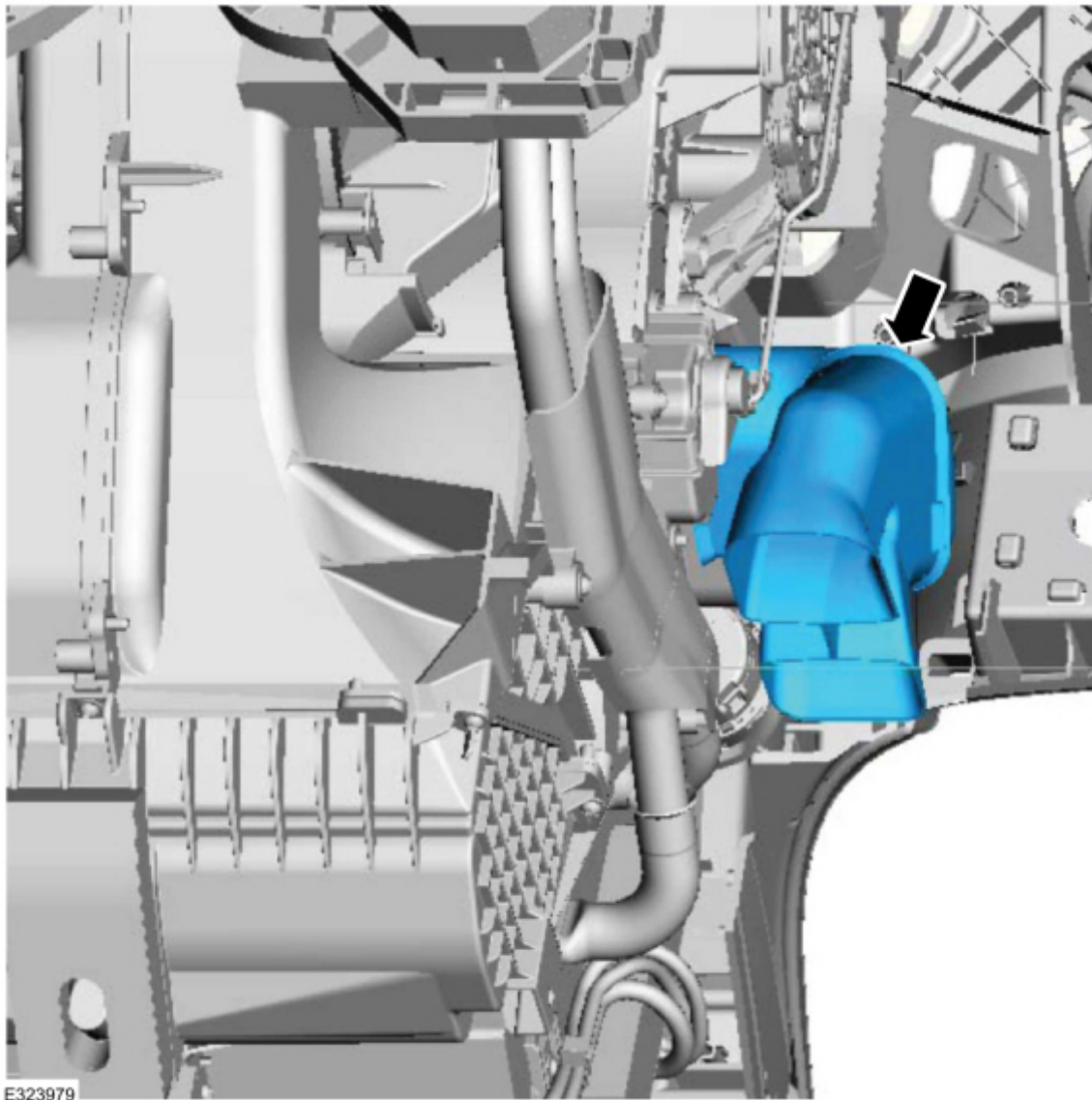
Repair/Claim Coding

Causal Part:	19E616
Condition Code:	01

Service Procedure

1. On vehicles equipped with electronic manual temperature control (EMTC), turn the ignition on and set the airflow to PANEL/FLOOR mode. On vehicles equipped with electronic automatic temperature control (EATC), turn the ignition on. If no noise is detected on EATC vehicles, set the airflow to PANEL/FLOOR mode. Listen for clicking noise.
2. Does the vehicle exhibit a clicking noise from the left side dash panel?
 - (1). Yes - proceed to Step 3.
 - (2). No - this article does not apply. Refer to the Workshop Manual (WSM), Section 412-00 for normal diagnostics.
3. Remove the driver knee airbag. Refer to WSM, Section 501-20B.
4. Remove the driver center vent duct. (Figure 1)

Figure 1



5. Locate the IP ground and wiring harness close to the IP main harness and disconnect the harness push pin retainer. Install a 20 cm tie strap. Connect the harness push pin. (Figures 2-3)

Figure 2



E323980

Figure 3



E323981

- 6.** Cut the remaining portion of the tie strap to avoid contact with the cross car beam.
 - 7.** Install the driver center vent duct.
 - 8.** Connect the negative battery cable. Refer to WSM, Section 414-01.
 - 9.** Repeat Step 1 to verify if the clicking noise is resolved. Is the clicking noise still present?
 - (1). Yes - proceed to Step 10.
 - (2). No - proceed to Step 14.
 - 10.** Replace the air distribution door actuator. Refer to WSM, Section 412-00.
 - 11.** To assemble, reverse the removal procedure.
 - 12.** On EMTC vehicles, follow the actuator calibration steps to reinitialize and calibrate the stop points. Refer to WSM, Section 412-00, Diagnosis and Testing. Repair is complete for EMTC vehicles.
 - 13.** On EATC vehicles, reprogram the HVAC module. Repair is complete.
 - 14.** To assemble, reverse the removal procedure.
 - 15.** On EATC vehicles, reprogram the HVAC module.
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NOTE: The information 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 or Lincoln 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.