FRONT DOOR WINDOW GLASS STRESS CRACK(S)— VEHICLES BUILT ON OR BEFORE 4/22/2011

TSB 12-1-5

FORD:
2011 Edge

LINCOLN:
2011 MKX

ISSUE

Some 2011 Edge Sport, Edge Limited and MKX vehicles built on or before 4/22/2011 may exhibit a stress crack(s) in the front door window glass. Typical complaint is stress crack that originates from glass edge(s).

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

Replace front door glass exhibiting stress crack. New part has brackets bonded to the bottom edge. Refer to Workshop Manual, Section 501-11.

PART NUMBER	PART NAME
BA1Z-7821410-AB	Front Door Glass - Right
BA1Z-7821411-AB	Front Door Glass - Left

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.

OPERATION	DESCRIPTION	TIME
120105A	2011 Edge And MKX: Inspect, Replace One (1) Front Door Glass (Do Not Use With Any Other Labor Operations)	0.7 Hr.
120105B	2011 Edge And MKX: Inspect, Replace Two (2) Front Door Glass (Do Not Use With Any Other Labor Operations)	1.3 Hrs.

DEALER CODING

BASIC PART NO.	CONDITION CODE
7821411	01