

## SB-10055017-4010

### FORD:

2011-2014 Fiesta

This article supersedes TSB 13-11-17 to update the Part List/Service procedure.

### ISSUE

Some 2011-2014 Fiesta vehicles may exhibit a lack of heat resulting from a frozen blower motor. This may be caused by snow entering through the cowl top area. Snow may melt allowing water to enter the blower motor and refreezes during a below freezing overnight soak. The blower motor fuse at location F4 in the power distribution box may also be open and the cabin air filter may be water saturated.

### ACTION

Follow the Service Procedure steps to correct the concern.

### SERVICE PROCEDURE

1. Replace the cabin air filter. Refer to Workshop Manual (WSM), Section 412-00.
2. Open hood and remove the cowl panel grille. Refer to WSM, Section 501-02.
3. Remove the screen assembly from the bulkhead.
4. Install the new screen assembly. (Figure 1)
  - a. Position fingers at the horizontal locator tabs and place screen into position.
  - b. Feel the opening in sheet metal with the back of your fingernails and position screen left and right until you feel it is centered in opening.
  - c. Seat the bottom tabs first, pull out fingers and pivot top towards opening to seat the upper tabs. There will be a pop or click sound to know screen is locked in position. Check that screen is snug but do not pull and damage the retainer clips.

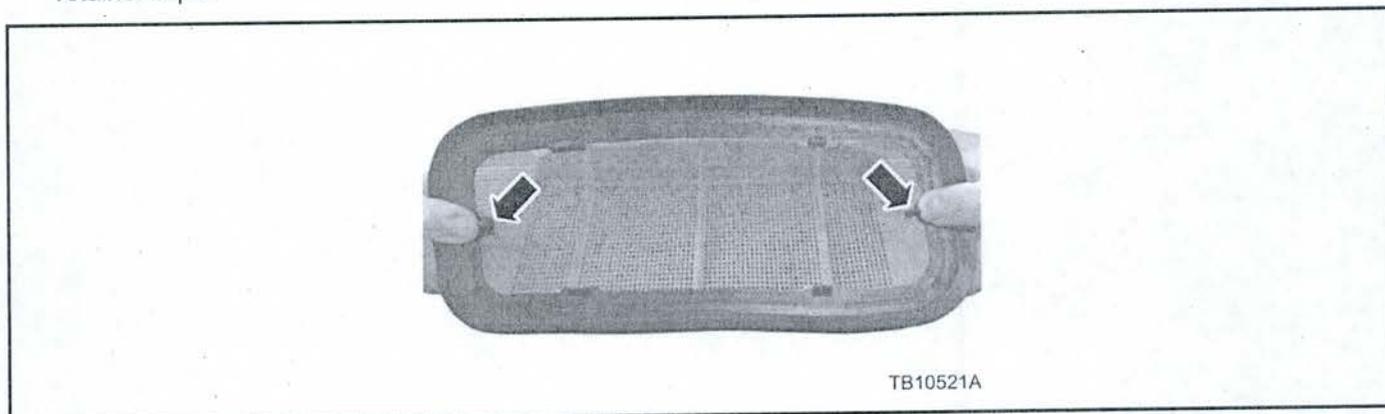


Figure 1 - Article 14-0021

5. Install the cowl panel grille. Refer to WSM, Section 501-02.
  - a. Position cowl upper rubber strip below the witness line on windshield.
  - b. Push cowl against windshield and depress into windshield molding grooves, then push down to snap into position.
  - c. Install cowl retainer clips.

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.

6. Verify operation of the blower motor. Does the blower motor operate properly?
  - a. 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.
  - b. No - proceed to Step 7.
7. Inspect fuse 4 on the power distribution box for an open circuit. Is the fuse open?
  - a. Yes - proceed to Step 8.
  - b. No - refer to WSM, Section 412-00 for normal diagnostics.
8. Replace the fuse. Does the blower motor function properly?
  - a. 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.
  - b. No - refer to WSM, Section 412-00 for normal diagnostics.

PART NUMBER	PART NAME
6E5Z-14526-CA	Fuse
3F2Z-18591-AA	Resister Assembly
D2BZ-18D395-A	Screen Assembly
BE8Z-14197-A	Upper Cowl Panel-To-Lower Cowl Panel Clip
BE8Z-19N619-A	Cabin Air Filter

OPERATION	DESCRIPTION	TIME
140021A	2011-2014 Fiesta: Replace The Cabin Air Filter And Screen Assembly, Verify Blower Motor Operation Includes Time To Check And Replace Fuse If Necessary	0.9 Hr.
MT140021	For Any Additional Blower Motor Diagnosis Or Repair Use SLTS Operations If Available Or Actual Time.	Actual Time

**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.

**DEALER CODING**

BASIC PART NO.	CONDITION CODE
18D395	42