

FORD:

2010 Fusion, Mustang, Taurus
2009-2010 E-150, E-250, E-350, Edge,
Escape, Expedition, Explorer Sport Trac,
Explorer, F-150, F-250, F-350, F-450, Flex

LINCOLN:

2009-2010 MKS

2010 MKZ

2009-2010 MKX, Navigator

2010 MKT

MERCURY:

2010 Milan

2009-2010 Mariner, Mountaineer

This article supersedes TSB **10-20-11** to update the Issue Statement and Service Procedure.

ISSUE

Some 2009-2010 vehicles equipped with Sirius Radio and Navigation, built on or before 3/8/2010, may exhibit intermittent Sirius traffic flow and incident information appearing and disappearing in metropolitan areas, a repeat traffic incident warning every 2 minutes in some areas, VIN number displayed in the Navigation system does not match the vehicle, Jukebox cannot delete or shuffle songs, and MKZ (without THX) speakers fade incorrectly.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

NOTE

ATTEMPTING THIS UPDATE ON A VEHICLE THAT DOES NOT REQUIRE IT WILL DAMAGE THE AUDIO CONTROL MODULE (ACM).

1. Confirm vehicle build date:

- a. If build date is on or after 3/9/2010, do not continue with this article. Refer to Workshop Manual, Section 415-00, for normal diagnostics.
- b. If build date is on or before 3/8/2010, proceed to Step 2.

2. Check the navigation system software level. Press the information (i) button, select System Info tab, and check the last line for the software level (e.g. SW: B1UXXXX):
 - a. If software level is one of the following: B1U32025, B1U52011, or B1U62015, proceed to Step 3.
 - b. If 2009 Lincoln MKS with navigation system and software level B1U32025, contact Helm Inc at 1-888-737-8782, prompt 1, for a new kit. Kit can be identified by the included DVD, FCS-21099DVD2. After kit is received, proceed to Step 3.
 - c. If software level is not B1U32025, B1U42015, B1U52011, or B1U62015, do not continue with this article. Refer to Workshop Manual, Section 415-00, for normal diagnostics.
3. Perform software update:
 - a. Locate update kit, FCS-21099-KIT. Kits were originally shipped to dealerships mid-March 2010. Kit (FCS-21099-KIT) includes one (1) CD (FCS-21099-CD), one (1) DVD (FCS-21099-DVD or FCS-21099DVD2) and one (1) Instruction Sheet (FCS-21099-INS). If a new kit is needed, contact Helm Inc. at 1-888-737-8782, prompt 1.
 - b. Update the Navigation system using FCS-21099-KIT.

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.

TSB 11-11-16 (Continued)

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage
IMPORTANT: Warranty/ESP coverage limits/policies 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
111116A	Update The Navigation System.	0.3 Hr.
DEALER CODING		
BASIC PART NO.		CONDITION CODE
10E887		04