

**FORD:**

2003-2006 Expedition  
2005-2006 Escape Hybrid

**MERCURY:**

2006 Mariner Hybrid

**ISSUE**

Some 2005-2006 Escape Hybrids, 2006 Mariner Hybrids, and 2003-2006 Expeditions equipped with optional Navigation system may exhibit concerns of the Navigation display locking up, periodic rebooting concerns and a lack of accuracy of location information. Hybrids may also experience loss of HEV power flow display and fuel economy screen displays.

**ACTION**

The following Service Procedure will assist with diagnosis and prevent the replacement of good components.

**NOTE**

SECTION 419-07 OF THE 2006 EXPEDITION WORKSHOP MANUAL HAS A MORE COMPLETE SET OF DIAGNOSTIC ROUTINES AND STEPS AND CAN BE USED FOR DIAGNOSIS OF THE HYBRID VEHICLES WHERE APPLICABLE.

**SERVICE PROCEDURE**

1. Navigation radio software update procedures:

Under no circumstances should you use an update CD on an Escape Hybrid. On 2003-2004 model year Expeditions, do not update the radio software unless the update disc is part of a complete set of Navigation Map Discs/DVD. Only those map discs should be used with the update included with the set. The map CDs and the update disc's are matched sets.

The table below shows compatible audio/nav software version numbers for the Hybrid Escape and Expedition navigation radios. These software version numbers can be accessed through a menu on the navigation unit, refer to 2006 Expedition Workshop Manual, Section 419-07 for more details. This table may be helpful in determining whether the software on a particular navigational unit has been incorrectly updated in the past.

**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, 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.

Expedition Yellow CD Factory Code	
Nav Code Level	Audio Code Level
3.6.3.0	2.11.7.X
4.1.4.0	2.14.25.X **

Hybrid or Expedition with Blue/Green/White CD Factory Code	
Nav Code Level	Audio Code Level
5.1.1.0	2.14.21.X
5.1.2.0	2.14.22.X
5.1.3.0	2.14.22.X
5.1.4.0	2.14.25.X ** Premium U293
5.1.5.0	2.14.25.X ** Common splash
5.1.6.0	2.14.25.X ** Future HMI in Jan '06

\*\* Aud 2.14.25.X is not compatible with Nav 5.1.1.0 - Nav 5.1.3.0

**NOTE**

DO NOT FLASH SOFTWARE UNLESS A CUSTOMER HAS PURCHASED A MAP UPGRADE AND IT IS REQUIRED FOR AN 03/04 EXPEDITION.

2. Hybrid fuel economy / PowerFlow screen display issues:

These functions are unique to the HEV navigation radio. Following these tips will prevent the unnecessary replacement of good parts.

- If the PowerFlow screen or Fuel Economy screens do not display, or have no information shown, the radio itself is not likely defective
- The wiring to the gateway-SCP module (also referred to as the Audio Control Protocol Module) and the gateway-SCP module itself should be inspected. Specifically, connectors C2294 (A and B) at the Gateway module, and connector C229c at the navigation radio should be checked for issues such as pushed out pins, connector fully seated and pin fit

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- Continuity should be measured on circuits 833, 856, and 1068 between the connectors mentioned above
- Powers and grounds to the gateway-SCP module should also be checked
- The gateway module itself should also be inspected for damage before replacing the radio
- If another HEV unit is available, swapping the gateway-SCP module can determine if the module is functioning correctly

### 3. Navigation disc care and handling:

For some concerns of the navigation display locking up, periodic rebooting, blank screen, no vehicle cursor display, vehicle cursor display with no map screen display, and inability to eject disc maybe caused by dirty or damaged CDs. In most cases dirty or scratched map CDs are the likely cause of the listed concerns and can be detected with the "CDROM status" diagnostic function test.

#### **NOTE**

INFORMATION DISCS ARE MORE SENSITIVE TO CLEANLINESS AND CONDITION THAN AUDIO DISCS. TO CLEAN DISCS, USE A SOFT, NONABRASIVE, LINT FREE CLOTH. DO NOT CLEAN THE DISC IN A CIRCULAR MOTION. CLEAN THE DISC FROM THE INNER HUB TO THE OUTSIDE TO MINIMIZE SCRATCHING. DO NOT USE A CLEANING SOLUTION ON DISCS. IF POSSIBLE, TRY KNOWN GOOD DISCS FROM ANOTHER VEHICLE IN SUSPECT UNIT.

**WARRANTY STATUS:** Eligible Under Provisions Of  
New Vehicle Limited  
Warranty Coverage

OPERATION	DESCRIPTION	TIME
MT060515	Claim Labor As Actual Time	Actual Time

#### **DEALER CODING**

BASIC PART NO.  
18K931

CONDITION  
CODE  
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