

## Introduction

Cluster colour (screen) distortion concern may be observed on New F-Max vehicles. To resolve this issue, a Cluster Module replacement is required. **Before proceeding with the cluster replacement, please ensure that “FSA 202604 – Cluster Software Update” has already been applied to the vehicle.**

After confirming the FSA status, if a cluster with software version TC46-14C026-AF still exhibits a malfunction (example failure images are shared below), a cluster replacement must be requested under the FSA procedure.

## **READ CAREFULLY BEFORE OPERATION !**

The following documentation must be provided:

1. FODiT screenshots showing the “**Cluster Software Number**” and “**Vehicle VIN**”,
2. **Video or photo evidence is required for processing warranty claims** related to errors displayed on the cluster screen

**Please note that claims will be rejected if evidence videos/photos are not provided.**

## **Error Samples:**

Cluster Colour (Screen) and Distortion (Black Screen) sample images are shown below. The error condition may occur when the ignition is ON and the cluster screen does not turn on.



**Labor Code:**

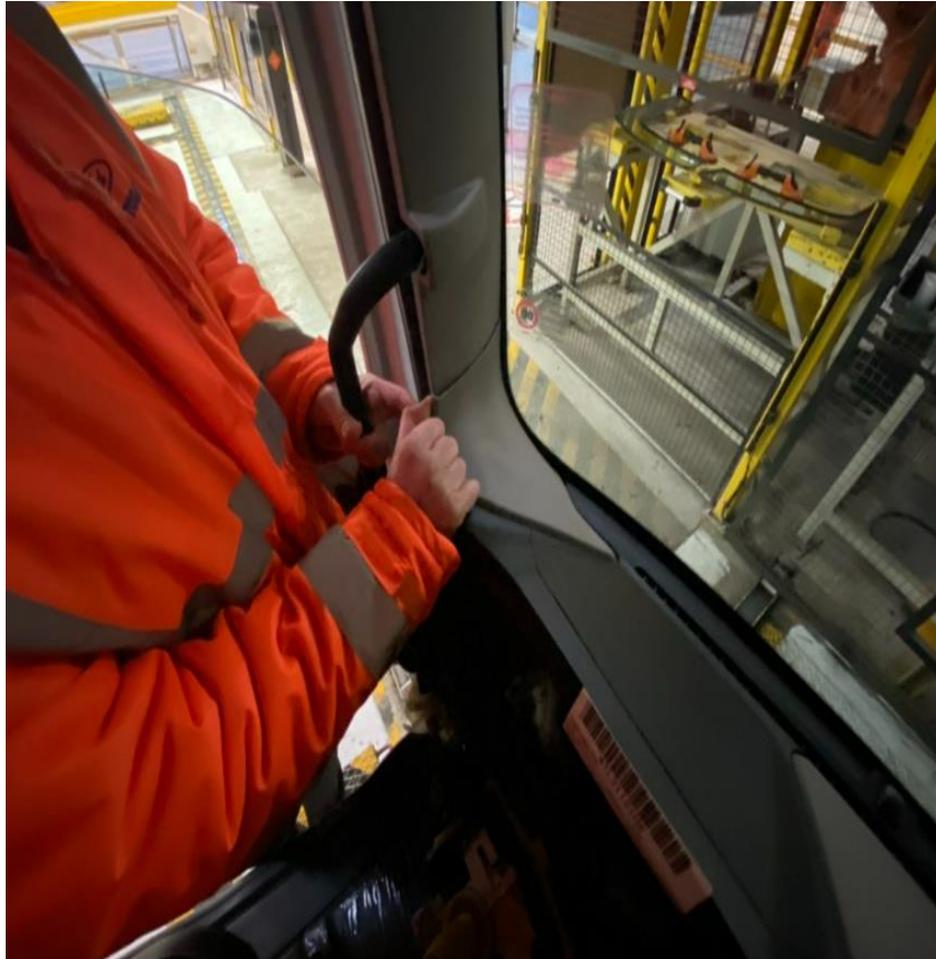
<b>Labour Code</b>	<b>Labour Name</b>	<b>Duration (hr)</b>
F3V83 10849	Cluster R/I	0.25
F3V81 18K931	2DIN Audio Unit	0.50
F3V80 10A988	Instrument Cluster Panel R/I	3.00
F7V73 E03197	A-Pillar Trims R/I	0.25

**Part to be used :**

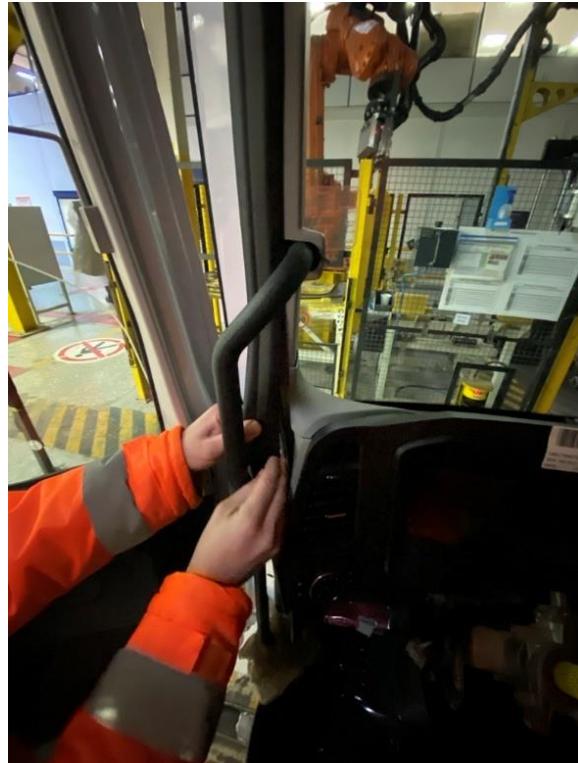
<b>Part Number</b>	<b>Part Name</b>	<b>Quantity</b>
KTTC46-10849-AJ	Cluster	1

**Service Procedure:**

- The IP located on the driver's side must be removed as shown in the cover image.



- Please remove the door seals which shown in below photos.



- The two covers shown in the images—first the black one and then the grey one must be removed.



- Then please, remove the bolts.



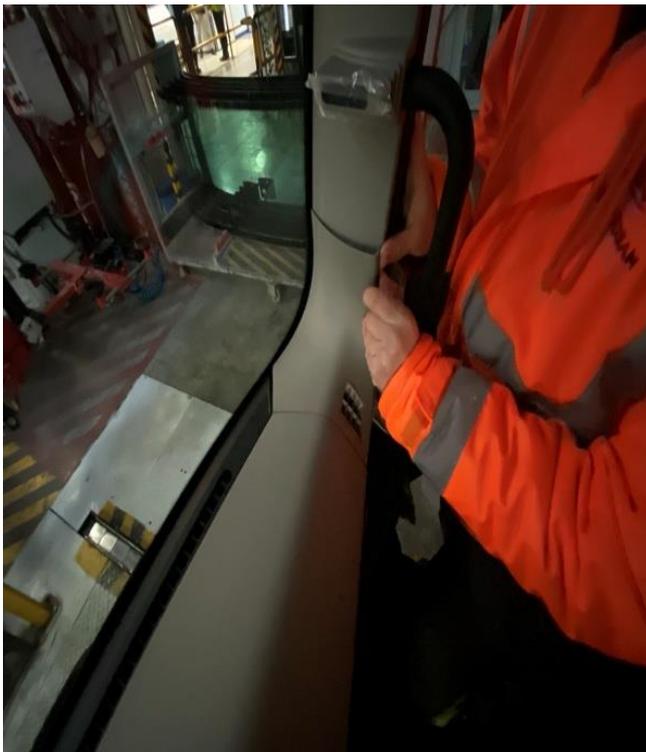
- The cover on the cluster must be removed.



- After the cover on the cluster has been removed, the three bolts located underneath must be removed.



- The IP cover located on the right side must be removed as shown in the photos.



- The two bolts shown in the image and located beneath the cover removed on the right side must be removed.



- The thin trim piece located beneath the top cover must be removed.



- After the trim piece has been removed, the cover located underneath must be removed.



- After the cover has been removed, the bolt shown in the image must be removed.



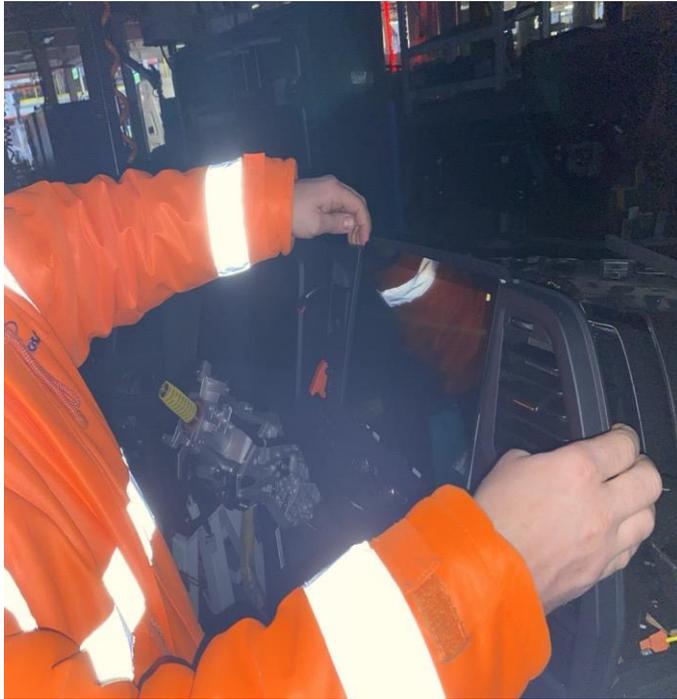
- The top cover is removed, and the four bolts located underneath are then removed.



- The frame surrounding the multimedia unit is removed.



- Please remove the Panel frame.



- The cluster must be removed.



- After removing the LCD screen, the cluster must be removed.



**NOTE:** After the cluster's silver box component has been replaced, the vehicle is reassembled by following the steps described above. **(For All Bolts' Tightening Torque :  $3.2 \pm 0.4$  Nm)**

Ford Trucks Service Engineering  
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