

**ELECTRICAL—CDX6 RADIO DAMAGED DURING  
SERVICE SHIPPING—CORRECT SHIPMENT  
PROCEDURES FOR CDX6 RADIO—SERVICE TIPS**

**Article No.  
02-25-2**

**FORD:** 2002 MUSTANG  
2002-2003 THUNDERBIRD  
2000-2003 ESCAPE  
2001-2003 EXCURSION, EXPLORER SPORT TRAC, EXPLORER SPORT,  
EXPLORER, F-150, RANGER, SUPER DUTY F SERIES, WINDSTAR  
2002-2003 E SERIES, EXPEDITION

**LINCOLN:** 2000-2003 LS  
2002-2003 NAVIGATOR  
2003 AVIATOR

**MERCURY:** 2001 COUGAR  
2001-2002 MOUNTAINEER

**ISSUE**

The Compact Disc mechanism in CDX6 radio units may become damaged during shipment from the dealer to the radio repair center. To ensure that unnecessary damage does not occur, the Shipping Bracket must be installed prior to shipping.

**ACTION**

Use the following Service Procedure to correctly prepare the CDX6 radio for shipment to the radio repair center.

**SERVICE INFORMATION**

Before removing the radio from the vehicle, the following procedure must be performed:

1. Turn on the radio unit.

2. Remove any CDs from the unit.
3. Keep radio on and depress and Hold the "SCAN" & "1" station preset buttons together. Keep buttons depressed until the radio displays "Please Wait" for 2 seconds (Figure 1). Release the buttons.
4. The radio will display "In Ship Mode" for 3 seconds. At this point, the radio may now be removed from the vehicle (Figure 2).

**NOTE**

**IF THE RADIO WILL NOT ENTER SHIP MODE  
THERE MAY BE CDs STUCK IN THE UNIT. DO  
NOT ATTEMPT TO REMOVE OR DAMAGE MAY**

**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.

## Article No. 02-25-2 Cont'd.

**RESULT. MAKE NOTE THAT THE RADIO WILL NOT ENTER SHIP MODE ON THE 1878 FORM.**

- Obtain a Shipping Bracket to install in the radio. If unavailable at the dealer, your local Radio Repair Center will be able to supply. If using an Advance Exchange Unit, remove the Shipping Bracket from the exchange radio and install in the radio being sent in for service.
- Install the Shipping Bracket into the top of the radio. The Shipping Bracket will support the CD mechanism ensuring unnecessary damage will not occur during transportation (Figure 3).

### **NOTE**

**THE SHIPPING BRACKET SHOULD EASILY SLIP INTO THE RADIO. DAMAGE WILL RESULT IF THE SHIPPING BRACKET IS FORCED INTO THE RADIO. MAKE NOTE THAT THE SHIPPING BRACKET COULD NOT BE INSTALLED INTO THE RADIO ON THE 1878 FORM.**

- Radio Repair Center information is located in the chart at the end of this article (Figure 4). In addition, your closest QS9000 Distributor can be found at the following website: [www.evisteon.com](http://www.evisteon.com). Select "Authorized Visteon Distributor" at the bottom of the page. Enter your zip code and submit to find the closet Visteon Authorized QS9000 Distributor.

**OTHER APPLICABLE ARTICLES: NONE**  
**WARRANTY STATUS: INFORMATION ONLY**  
**OASIS CODES: 207000**

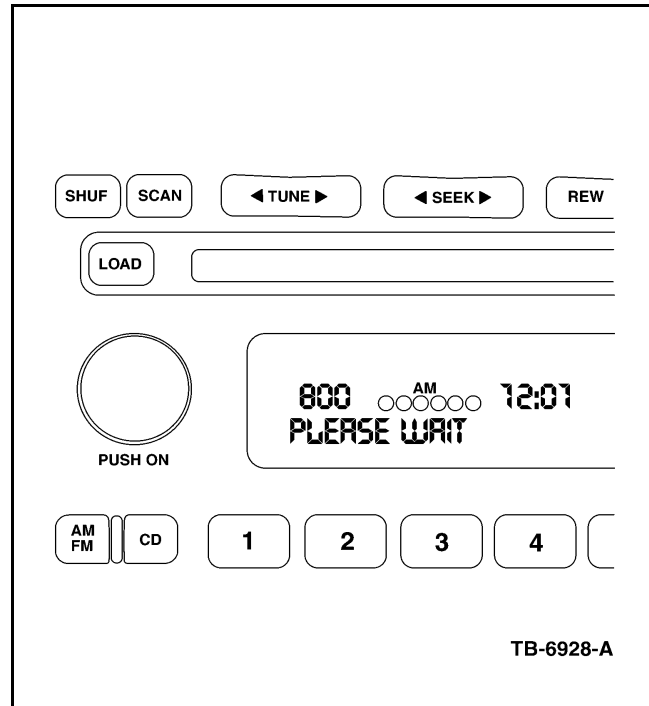


Figure 1 - Article 02-25-2

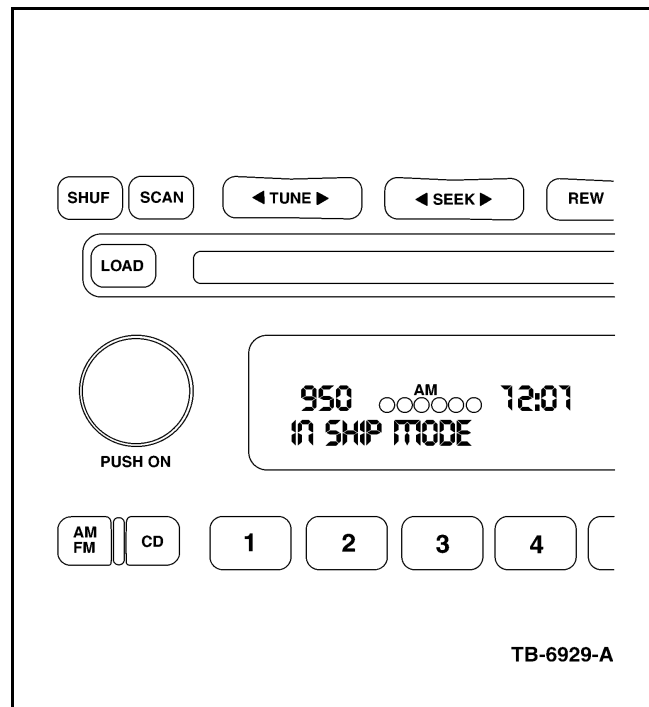


Figure 2 - Article 02-25-2

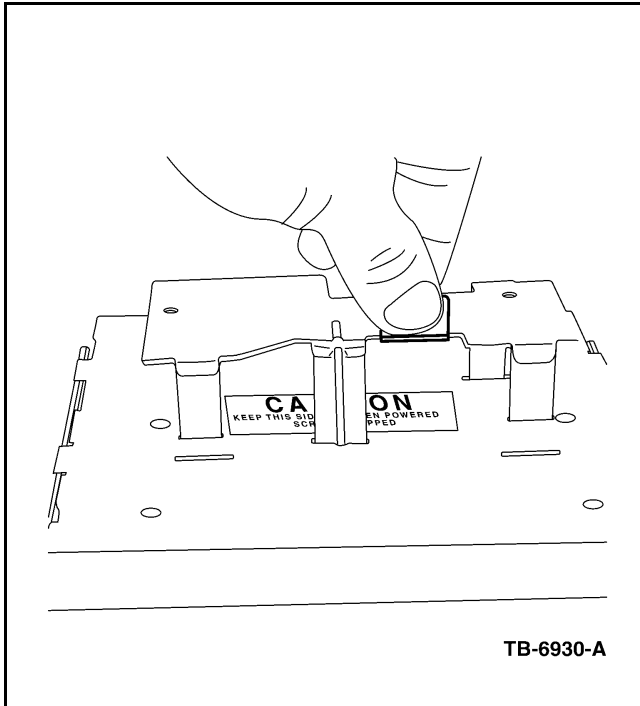


Figure 3 - Article 02-25-2

## **SERVICE CENTER**

Auto Electric Radio (AER)  
1841 W. Commonwealth Ave.  
Fullerton, CA 92833  
Phone: (714) 871-7357; (800) 321-6970  
Fax: (714) 773-0815

Auto Radio Specialists, Inc.  
1746 Columbia St.  
San Diego, CA 92101  
Phone: (619) 234-7532  
Fax: (619) 234-1007

Autocraft Electronics  
1612 Hutton Drive, Suite 120  
Carrollton, TX 75006  
Phone: (972) 466-6200; (800) 755-4161  
Fax: (972) 466-6345

B&B Electronics O/A Certified Radio  
10407-107 Avenue  
Edmonton, Alberta T5H-0V9  
Phone: (780) 426-5375  
Fax: (780) 420-6395

Bernie's Auto Air  
58-02 37th Ave.  
Woodside, NY 11377  
Phone: (718) 651-6686  
Fax: (718) 457-6296

Broadway Radio Shop Inc.  
3401 Broadway  
Kansas City, MO 64111  
Phone: (816) 753-1960; (800) 255-7876  
Fax: (816) 561-7397

Chicago Parts & Sound, Inc.  
635 Wheat Lane  
Wood Dale, IL 60191  
Phone: (630) 350-1500; (800) 874-4437  
Fax: (630) 350-0178

Custom Auto Radio Dist. of CT  
10 Rosenthal St.  
East Hartford, CT 06108  
Phone: (860) 289-9394; (800) 289-9394  
Fax: (860) 528-7381

D&B Auto Radio, Inc.  
2140 Corporate Drive  
Addison, IL 60101-1479  
Phone: (630) 916-8787; (800) 323-4813  
Fax: (630) 916-8922

Dayton Speedometer Service, Inc. (DSS)  
7476 Webster Street  
Dayton, OH 45414  
Phone: (937) 454-4700; (800) 543-9687  
Fax: (937) 454-4711

Downtown Radio Service, Inc.  
2908 Stewart Creek Blvd.  
Charlotte, NC 28216  
Phone: (704) 391-0801; (800) 537-0116  
Fax: (704) 393-9145

Downtown Radio Service, Inc.  
10001 Kingston Pike, Ste 52  
Knoxville, TN 37922  
Phone: (423) 531-0098; (800) 343-0548  
Fax: (423) 531-0869

Electra-Sound Inc.  
5260 Commerce Parkway West  
Parma, OH 44130  
Phone: (216) 433-1050; (800) 262-9606  
Fax: (216) 433-9425

Fortin Auto Radio, Inc.  
5540 Metropolitan  
St. Leonard, Quebec H1S 1A6  
Phone: (514) 255-2720  
Fax: (514) 255-1367

Gold Coast Autotronics  
5601 Powerline Road, Suite 105  
Fort Lauderdale, FL 33309  
Phone: (954) 491-3800; (800) 669-3540  
Fax: (954) 491-3802

H&R Auto Radio Service, Inc.  
P.O. Box 39, 155 York Road  
Warminster, PA 18974-0504  
Phone: (215) 672-3707; (800) 523-6605  
Fax: (215) 672-7674

Instrument Sales & Service  
3839 N. 16th Street  
Phoenix, AZ 85016  
Phone: (602) 264-1379; (800) 227-7234  
Fax: (602) 230-2229

Mid-State Distributing Co.  
10811 Emiline St.  
LaVista, NE 68128-5724  
Phone: (402) 592-5965; (800) 798-5965  
Fax: (402) 331-7382

Model Electronics Inc.  
318 Roosevelt Avenue  
Spring Valley, NY 10977  
Phone: (845) 356-5669; (800) 433-9657  
Fax: (845) 356-1189

National Auto Radio Service, Inc.  
213 Grandstand Way  
Fort Wayne IN 46825  
Phone (219) 471-1396; (800) 748-0343  
Fax: (219) 471-7320

PDA Inc.  
271 W. County Line Road  
Littleton, CO 80129  
Phone: (303) 761-6022; (800) 766-3955  
Fax: (303) 789-4370

Prime/MCS  
Leibnitz 196  
Col. Anzures C.P. 11590 Mexico, D.F.  
Phone 011 (525) 531-4510  
Fax: 011 (525) 254-3011

R.T. Grim Company  
3925 East Trindle Road  
Camp Hill, PA 17011  
Phone: (717) 761-4113; (800) 382-1431  
Fax: (717) 761-6535

R.T. Grim Company  
57 New Frederick Street  
Wilkes-Barre, PA 18701  
Phone: (717) 829-2350; (800) 334-8067  
Fax: (717) 829-2352

Radio Sales & Service Corporation  
5920 Milwee St.  
Houston, TX 77091  
Phone: (713) 613-0700; (800) 727-2346  
Fax: (713) 613-0701

Royal Radio Sales & Service Inc.  
612 N. Main Street  
Royal Oak, MI 48067  
Phone: (248) 548-0060; (800) 482-0821  
Fax: (248) 588-6460

Sounds on Wheels, Inc.  
15315 1st Ave. S.  
Seattle, WA 98148  
Phone: (206) 248-3000  
Fax: (206) 244-5798

Speed-O-Tach, Inc.  
4090 Pike Lane  
Concord, CA 94520  
Phone: (925) 691-4090; (800) 442-4491  
Fax: (925) 691-4101

Speedometer-Radio Service, Inc.  
196 Forbes Ave.  
St. Paul, MN 55102  
Phone: (651) 224-3874; (800) 328-9136  
Fax: (651) 224-6951

Speedometer Service Company  
115 Mansell Place  
Roswell, GA 30076  
Phone: (770) 569-8255; (800) 332-1827  
Fax: (770) 569-8266

Techni-Car Inc.  
450 Commerce Blvd.  
Oldsmar, FL 34677-2808  
Phone: (813) 855-0022; (800) 886-0022  
Fax: (813) 854-5098

United Radio, Inc. Automotive Div.  
5705 Enterprise Parkway  
East Syracuse, NY 13057  
Phone: (800) 448-0944; (800) 448-0944  
Fax: (315) 446-2434

Veltronix Inc.  
1151 South Service Road West, Units 5&6  
Oakville, Ontario L6L 6K4  
Phone: (905) 469-0586  
Fax: (905) 469-0925

Zarb Electronics  
1750 California, Suite 117  
Corona, CA 91719  
Phone: (909) 279-0485; (800) 834-8802  
Fax: (929) 371-4080

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