

- FORD:** 1994-2004 MUSTANG
1998-2004 CROWN VICTORIA, TAURUS
2000-2002 ESCORT
2000-2003 ESCORT ZX2
2000-2004 FOCUS
2002-2003 THUNDERBIRD
1997-2004 EXPEDITION
2000-2003 EXPLORER SPORT
2000-2004 EXCURSION, F SUPER DUTY
2001-2003 WINDSTAR
2001-2004 ESCAPE, EXPLORER SPORT TRAC, RANGER
2002-2004 EXPLORER
2003-2004 E SERIES
2004 FREESTAR
1997-2004 F SERIES
- LINCOLN:** 1994-2002 CONTINENTAL
1998-2004 TOWN CAR
2000-2004 LS
1998-2004 NAVIGATOR
2002-2003 BLACKWOOD
2003-2004 AVIATOR
- MERCURY:** 1998-2004 GRAND MARQUIS, SABLE
1999-2002 COUGAR
1998-2002 VILLAGER
2002-2004 MOUNTAINEER
2004 MONTEREY

This article supersedes TSB **98-09-14** to update the vehicle lines, model years and service procedures.

ISSUE

When servicing an exterior mirror, service kits are available which enable repairs without replacement of the entire mirror assembly.

ACTION

Prior to replacing an entire exterior mirror assembly, examine the mirror closely and determine if repairs can be made utilizing a service kit or other serviceable components such as mirror glass, mirror motors, bulbs, etc. Determine also whether the mirror's complaint condition may be the result of an impact or add-on accessory, as repairs for these reasons may not be covered under warranty. Diagnose the condition using the Workshop Manual. Refer to the following Service Procedure.

SERVICE PROCEDURE

CAUTION

ALWAYS USE GLOVES AND SAFETY GLASSES WHEN WORKING WITH GLASS.

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. 03-23-2 Cont'd.

Inspect the mirror for signs of an impact or damage due to add-on accessory, using the following guidelines as an aid.

1. The mirror plastic housing is very robust and can withstand moderate to severe impacts and remain intact. The glass, ball studs, and/or backing plate could still be broken or damaged. Inspect the housing for scuffs, scrapes, paint residue, and/or cracks, which are signs of an impact.
2. Broken or missing glass is most often caused by impacts. Some heated glass can be susceptible to cracks due to overheating caused by high resistance or shorts in the heating element or wiring.
3. Loose or misaligned mirrors are often caused by bent or deformed mounting studs due to an impact. In some cases, loose mirrors are due to weakly torqued mounting nuts that can be re-torqued without replacing the mirror.
4. Mirror vibration is rarely due to the mirror and is most often due to some other driveline problem. Determine the root cause of the vibration and eliminate it first. The addition of front air deflectors can cause vibration which can easily be verified by road testing the vehicle without the deflector.
5. Scrapes and scratches to the glass or housing can be caused by installation of add-on accessories such as spotter mirrors, antennas, trailer tow mirrors, etc. and are not covered by warranty.
6. Diagnose and repair the condition using section 501-00 of the appropriate model year Workshop Manual. Utilize service parts such as mirror glass and mirror motors listed in this TSB whenever possible to make the repair.

NOTE

FOR MODEL YEARS OR VEHICLES NOT INCLUDED ON THIS LIST, PLEASE REFERENCE THE MOST RECENT PARTS CATALOG.

OTHER APPLICABLE ARTICLES: NONE

SUPERSEDES: 98-09-14

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

Vehicle Models	Model Years	Application	Side	Mirror Glass Service Part #			Mirror Motor Service Part #		
				Prefix	Base	Suffix	Prefix	Base	Suffix
Econoline	2003 - 2004	Trailer tow mirror	RH	F81Z	17K707	BA			not available
		Trailer tow mirror	LH	F81Z	17K707	BB			not available
Excursion		Trailer tow spotter mirror (lower)	RH	YC3Z	17K707	CA			manual mirror
		Trailer tow spotter mirror (lower)	LH	YC3Z	17K707	CB			manual mirror
	2000 - 2003	Trailer tow mirror, heated	RH	YC3Z	17K707	BA			not available
	(up to 11/02 MOP)	Trailer tow mirror, heated	LH	YC3Z	17K707	BB			not available
	2003 - 2004	Trailer tow mirror with PTC heater	RH	3C3Z	17K707	AA			not available
	(after 11/02 MOP)	Trailer tow mirror with PTC heater	LH	3C3Z	17K707	BA			not available
	2000 - 2004	Trailer tow spotter mirror (lower)	RH	YC3Z	17K707	CA			manual mirror
		Trailer tow spotter mirror (lower)	LH	YC3Z	17K707	CB			manual mirror
	1999 - 2004	RH Power Heated Mirror	RH	YC3Z	17K707	AA			not available
		LH Power Heated Mirror	LH	YC3Z	17K707	AB			not available
F250 HD, F-Series SD		RH Heated Signal Power Mirror	RH	1C3Z	17K707	AA			not available
		LH Heated Signal Power Mirror	LH	1C3Z	17K707	CA			not available
	2000 - 2004	Trailer tow manual or power, no heat	RH	F81Z	17K707	BA			not available
		Trailer tow manual or power, no heat	LH	F81Z	17K707	BB			not available
	2000 - 2004	Trailer tow spotter mirror (lower)	RH	YC3Z	17K707	CA			manual mirror
		Trailer tow spotter mirror (lower)	LH	YC3Z	17K707	CB			manual mirror
	2003.25 - 2004	Trailer tow with PTC heater	RH	3C3Z	17K707	AA			not available
		Trailer tow with PTC heater	LH	3C3Z	17K707	BA			not available
	2000 - 2004	RH Aero Mirror	RH	F81Z	17K707	AA			not available
		LH Aero Mirror	LH	F81Z	17K707	AB			not available
Expedition	1997 - 2002	Power mirror heated/memory/signal	RH	F85Z	17K707	AA			not available
		Power mirror heated/memory/signal	LH	F85Z	17K707	AB			not available
		Power mirror with signal/heated	RH	F85Z	17K707	BC			not available
		Power mirror with signal/heated	LH	F85Z	17K707	BD			not available
		Power mirror with heated glass	RH	F85Z	17K707	BC			not available
		Power mirror with heated glass	LH	F85Z	17K707	BD			not available
		Power mirror	RH	F85Z	17K707	AC			not available
		Power mirror	LH	F85Z	17K707	AD			not available
	1997 - 2000	Power mirror with signal in glass (MUTH)	RH	YL3Z	17K707	AA			not available
		Power mirror with signal in glass (MUTH)	LH	YL3Z	17K707	BA			not available

TB-7663-B

Figure 1 - Article 03-23-2

Vehicle Models	Model Years	Application	Side	Mirror Glass Service Part #			Mirror Motor Service Part #		
				Prefix	Base	Suffix	Prefix	Base	Suffix
Navigator	1998 - 2002	Power heated/memory/signal	RH	F85Z	17K707	AA			not available
			LH	F85Z	17K707	AB			not available
Blackwood	2002 - 2003	Power heated/memory/signal/pwf	RH	F85Z	17K707	AA			not available
			LH	F85Z	17K707	AB			not available
Explorer 4dr/Mountaineer	2002 - 2004	RH Heated Power Mirror	RH	1L2Z	17K707	BB	3L2Z	17D696	AA
			LH	1L2Z	17K707	BA	3L2Z	17D696	AA
		RH Power mirror	RH	1L2Z	17K707	CB	3L2Z	17D696	AA
			LH	1L2Z	17K707	CA	3L2Z	17D696	AA
Sport Trac	2001 - 2004 (after 12/00 MOP)	RH Power mirror	RH	1L2Z	17K707	CB	3L2Z	17D696	AA
			LH	1L2Z	17K707	CA	3L2Z	17D696	AA
Explorer Sport	2001 - 2004 (after 12/00 MOP)	RH Power mirror	RH	1L2Z	17K707	CB	3L2Z	17D696	AA
			LH	1L2Z	17K707	CA	3L2Z	17D696	AA
Ranger	2001 - 2004 (after 12/00 MOP)	RH Power mirror	RH	1L2Z	17K707	CB	3L2Z	17D696	AA
			LH	1L2Z	17K707	CA	3L2Z	17D696	AA
Aviator	2003 - 2004	RH Power mirror with memory	RH	2C5Z	17K707	AA	2C5Z	17D696	AA
			LH	2C5Z	17K707	AB	2C5Z	17D696	AA
F150, F250 LD	1997 - 2004	Power and manual mirror w/out signal	RH	F85Z	17K707	AC			not available
			LH	F85Z	17K707	AD			not available
	1997 - 2000	Power mirror with signal in glass (MUTH)	RH	YL3Z	17K707	AA			not available
			LH	YL3Z	17K707	BA			not available
	2001 - 2004	Power w/ signal	RH	F85Z	17K707	AC			not available
			LH	F85Z	17K707	AD			not available
F150 Supercrew	2001 - 2003	Power and manual mirror	RH	F85Z	17K707	AC			not available
			LH	F85Z	17K707	AD			not available
Focus	2000 - 2004	Power mirror	RH			not available			not available
			LH			not available			not available
SVT Focus	2001 - 2004	Power heated mirror	RH	2M5Z	17K707	AA			not available
			LH	2M5Z	17K707	AB			not available
Escort 4 door/ZX2	2000 - 2002	RH mirror	RH			not available			not available
			LH			not available			not available

TB-7664-A

Figure 2 - Article 03-23-2

Vehicle Models	Model Years	Application	Side	Mirror Glass Service Part #			Mirror Motor Service Part #		
				Prefix	Base	Suffix	Prefix	Base	Suffix
Crown Vic/Grand Marquis	1998 - 2001	Power heated mirror	RH	F8AZ	17K707	AA	3L2Z	17D696	AA
		Power heated mirror	LH	F8AZ	17K707	BA	3L2Z	17D696	AA
	2001 - 2004	Power heated mirror	RH	1W7Z	17K707	AA	3L2Z	17D696	AA
		Power heated mirror	LH	1W7Z	17K707	AB	3L2Z	17D696	A
		Power mirror	RH	F8AZ	17K707	CA	3L2Z	17D696	AA
Town Car	1998 - 2004	Power mirror	LH	F8AZ	17K707	DA	3L2Z	17D696	AA
		RH Power mirror	RH	1W1Z	17K707	AA	YW1Z	17D696	AA
	2001 - 2004	LH Power mirror	LH	1W1Z	17K707	CA	YW1Z	17D696	AA
		RH Power mirror with memory	RH	1W1Z	17K707	AA	YW1Z	17D696	BA
		LH Power mirror with memory	LH	1W1Z	17K707	CA	YW1Z	17D696	BA
Escape/Tribute	2001 - 2004	RH Power mirror	RH	YL8Z	17K707	DA	YF1Z	17D696	AA
		LH Power mirror	LH	YL8Z	17K707	CA	2L1Z	17D696	BA
	2003 - 2004	RH Power heated mirror	RH	3L8Z	17C722	AA	YF1Z	17D696	AA
		LH Power heated mirror	LH	3L8Z	17C721	AA	2L1Z	17D696	BA
		RH Heated Power Mirror w/o memory	RH	2L1Z	17K707	AB	2L1Z	17D696	BA
Expedition	2003 - 2004	LH Heated Power Mirror w/o memory	LH	2L1Z	17K707	AA	2L1Z	17D696	BA
		RH Heated Power Mirror with memory	RH	2L1Z	17K707	AB	3L1Z	17D696	AA
	2003 - 2004	LH Heated Power Mirror with memory	LH	2L1Z	17K707	AA	3L1Z	17D696	AA
		RH Heated Power Mirror w/o memory	RH	2L1Z	17K707	AB	2L1Z	17D696	BA
		LH Heated Power Mirror w/o memory	LH	2L1Z	17K707	AA	2L1Z	17D696	BA
Navigator	2003 - 2004	RH Heated Power Mirror w/o memory	RH	2L1Z	17K707	AB	2L1Z	17D696	BA
		LH Heated Power Mirror w/o memory	LH	2L1Z	17K707	AA	2L1Z	17D696	BA
	2004	RH Heated Power Mirror with memory	RH	2L1Z	17K707	AB	3L1Z	17D696	AA
		LH Heated Power Mirror with memory	LH	2L1Z	17K707	AA	3L1Z	17D696	AA
		Power mirror	RH	4L3Z	17K707	AB	2L1Z	17D696	BA
F150	2003 - 2004	Power mirror	LH	4L3Z	17K707	AA	2L1Z	17D696	BA
		Power heated mirror	RH		not available		2L1Z	17D696	BA
	2000 - 2002	Power heated mirror	LH		not available		2L1Z	17D696	BA
		RH Power heated mirror w/o memory	RH	XW4Z	17K707	AA	F6DZ	17D696	AA
		LH Power heated mirror w/o memory	LH	XW4Z	17K707	AB	F6DZ	17D696	AA
LS	2003 - 2004	RH Power heated mirror with memory	RH	XW4Z	17K707	AA	F7LZ	17D696	BA
		LH Power heated mirror with memory	LH	XW4Z	17K707	AB	F7LZ	17D696	BA
	2003 - 2004	RH fixed heated mirror	RH		not available		2L1Z	17D696	BA
		LH fixed heated mirror	LH		not available		2L1Z	17D696	BA
		RH fixed heated mirror with EC glass & memory	RH		not available		3L1Z	17D696	AA
LH fixed heated mirror with memory	2003 - 2004	LH fixed heated mirror with memory	LH		not available		3L1Z	17D696	AA
		RH folding heated mirror with EC glass & memory	RH		not available		3L1Z	17D696	AA
	2003 - 2004	LH folding heated mirror with memory	LH		not available		3L1Z	17D696	AA
		RH folding heated mirror with memory	RH		not available		3L1Z	17D696	AA
		LH folding heated mirror with memory	LH		not available		3L1Z	17D696	AA

TB-7665-B

Figure 3 - Article 03-23-2

Vehicle Models	Model Years	Application	Side	Mirror Glass Service Part #		Mirror Motor Service Part #			
				Prefix	Base	Suffix	Prefix	Base	Suffix
Taurus/Sable	1998 - 2004	RH Power	RH	YF1Z	17K707	AA	YF1Z	17D696	AA
		LH Power	LH	YF1Z	17K707	AB	2L1Z	17D696	BA
	RH Power heated	RH	YF1Z	17K707	BA	YF1Z	17D696	AA	
	LH Power heated	LH	YF1Z	17K707	BB	2L1Z	17D696	BA	
Cougar	1998 - 2002	RH all	RH	F8RZ	17K707	DA		not available	
		LH all	LH	F8RZ	17K707	EA		not available	
T-Bird	2002 - 2004	Power Mirror	RH	1W6Z	17K707	AA	1W6Z	17D696	AA
		Power Mirror	LH	1W6Z	17K707	AB	1W6Z	17D696	AA
Continental	1994 - 2001	RH Electric/Heated/memory	RH	F7OZ	17K707	AA		not available	
		LH Electric/Heated/memory	LH	F7OZ	17K707	BA		not available	
		RH Elec/Heated/memory/Powerfold	RH	F8OZ	17K707	AA		not available	
		LH Elec/Heated/memory/Powerfold	LH	F7OZ	17K707	CA		not available	
		RH Electric/Heated/memory	RH	2F3Z	17K707	AA		not available	
	2002	LH Electric/Heated/memory	LH	2F3Z	17K707	BA		not available	
		RH Electric	RH	3F2Z	17K707	AA		not available	
		LH Electric	LH	3F2Z	17K707	AB		not available	
		RH Electric/heated/Turn Signal	RH	3F2Z	17K707	BA		not available	
		LH Electric/heated/Turn Signal	LH	3F2Z	17K707	BB		not available	
Freestar/Monterey	2001 - 2003	RH Electric/heated/Turn Signal/memory	RH	3F2Z	17K707	CA		not available	
		LH Electric/heated/Turn Signal/memory	LH	3F2Z	17K707	CB		not available	
		RH Electric	RH	3F2Z	17K707	AAA		included with glass kit	
		LH Electric	LH	3F2Z	17K707	AAB		included with glass kit	
		RH Electric/heated	RH	3F2Z	17K707	BAB		included with glass kit	
	2003	LH Electric/heated	LH	3F2Z	17K707	BAA		included with glass kit	
		RH Electric/heated/Turn Signal	RH	3F2Z	17K707	CAA		included with glass kit	
		LH Electric/heated/Turn Signal	LH	3F2Z	17K707	CAB		included with glass kit	
		RH Electric/heated/Turn Signal/memory	RH		not available			not available	
		LH Electric/heated/Turn Signal/memory	LH		not available			not available	
Windstar	2001 - 2002	RH Electric/heated/Turn Signal/memory	RH	3F2Z	17K707	DAA		included with glass kit	
		LH Electric/heated/Turn Signal/memory	LH	3F2Z	17K707	DAB		included with glass kit	
	1998 - 2002	RH all	RH		not available			not available	
		LH all	LH		not available			not available	
Villager	1994.5 - 2004	RH Electric (all except Terminator)	RH	F4ZZ	17K707	A	E9SZ	17D696	A
		LH Electric (all except Terminator)	LH	F4ZZ	17K707	B	E9SZ	17D696	A

NOTE: For Model Years or Vehicles not included on this list, please reference the most recent Parts Catalog.

TB-7666-D

Figure 4 - Article 03-23-2