

- **WATER LEAKS—GAUGE MALFUNCTION, OR INOPERATIVE DC TO DC CONVERTER—SPLASH SHIELD INSTALLATION**
- **ELECTRICAL—GAUGE MALFUNCTION, OR INOPERATIVE DC TO DC CONVERTER—SPLASH SHIELD INSTALLATION**

**Article No.
03-18-4**

THINK: 2002 THINK NEIGHBOR

ISSUE

Some 2002 THINK Neighbor vehicles may exhibit gauge malfunction, or inoperative DC to DC converter.

ACTION

Install a Splash Shield to help protect the DC to DC converter and gauge from moisture intrusion. Refer to the following service procedure for installation details.

SERVICE PROCEDURE

WARNING

CONTINUE TO USE ALL APPROPRIATE HIGH VOLTAGE SAFETY PROCEDURES WHEN WORKING ON A VEHICLE.

PREPARATIONS:

1. Set parking brake.
2. Remove key from ignition.
3. Switch the Service Disconnect Switch to the OFF position.

DISASSEMBLY:

4. Remove passenger side cup holder assembly (Figure 1).
5. Remove hood panel.

INSTALLATION PROCEDURE OF SPLASH SHIELD:

6. Use a general, residue free, shop solvent such as Isopropanol Kit (ZC-4), or equivalent to clean the backside of the lower header rail. (Figure 2).

NOTE

LEAVE THE ADHESIVE STRIP BACKING IN PLACE, AS IT WILL BE REMOVED IN A LATER STEP.

7. With the header rail clean, roll up the splash shield and insert it into the cup holder opening with the adhesive strip up (Figure 3).
8. With the splash shield inserted into the cup holder hole, unroll it. The adhesive strip should be facing forward, with the locator hole in the upper driver's side corner (Figure 4).
9. Hook the splash shield over the passenger side brake fluid reservoir bolt, using the locator hole (Figure 5).
10. Remove the adhesive strip backing and apply the adhesive strip to the backside of the lower header rail to secure the top of the splash shield.
11. With the top in place, tuck the lower passenger side corner of the splash shield behind the windshield washer fluid reservoir (Figure 6).
12. Using three wire ties and the three holes along the bottom of the splash shield, secure the bottom edge of the splash shield to the aluminum frame rail (Figure 7)

NOTE

BE SURE TO WRAP THE WIRE TIES AROUND THE FRAME WITHOUT PINCHING ANY WIRES.

NOTE

REFER TO (FIGURE 8) FOR THE FINAL VIEW. THE HEADLIGHT PANEL IS REMOVED IN THIS FIGURE FOR REFERENCE PURPOSES ONLY, IT DOES NOT NEED TO BE REMOVED FOR THIS PROCEDURE.

RE-ASSEMBLY:

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.

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13. Replace hood assembly.
14. Replace cup holder assembly.

PART NUMBER	PART NAME
2E3Z-14C138-AA ZC-4	Splash Shield Isopropanol Kit

OTHER APPLICABLE ARTICLES: 03-12-1
WARRANTY STATUS: INFORMATION ONLY

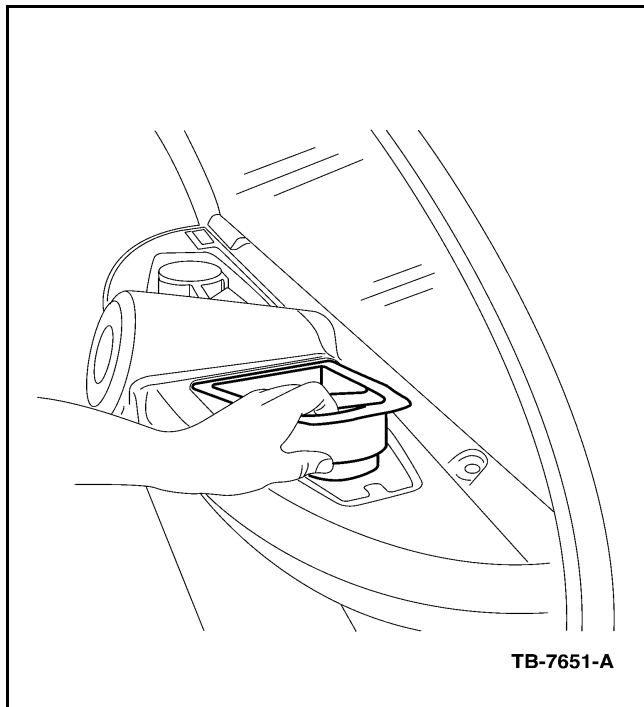


Figure 1 - Article 03-18-4

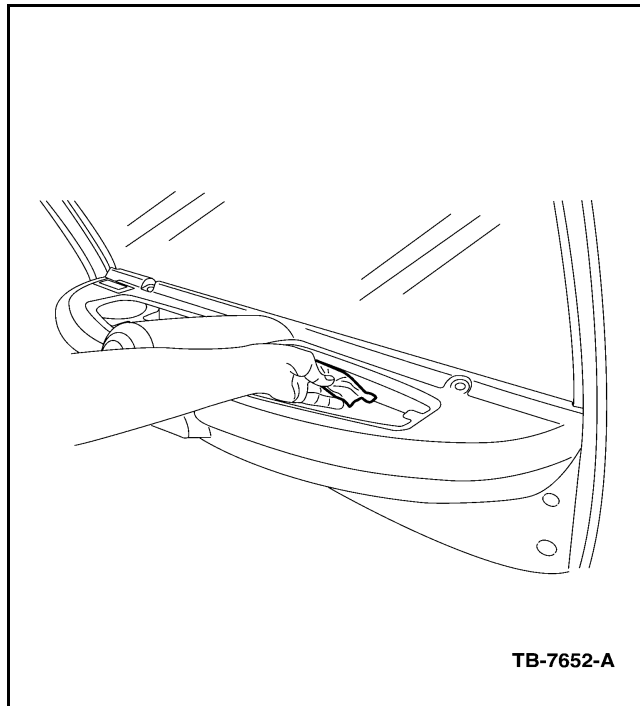


Figure 2 - Article 03-18-4

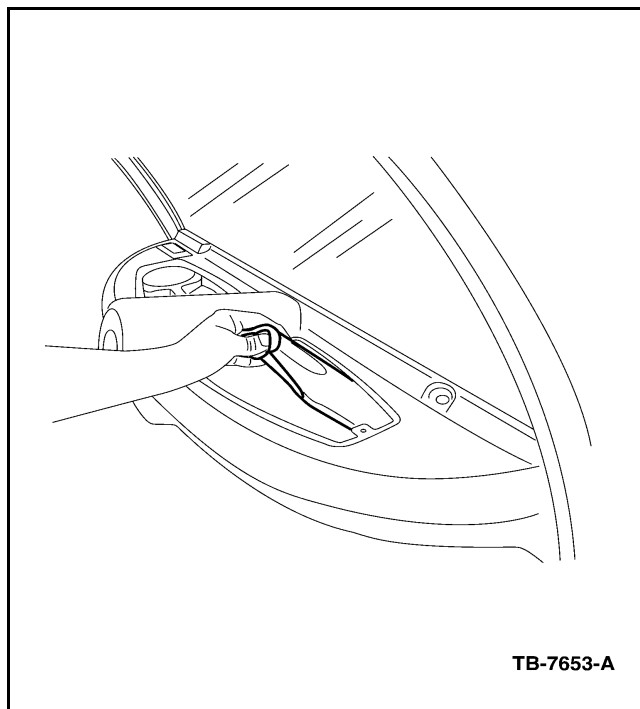


Figure 3 - Article 03-18-4

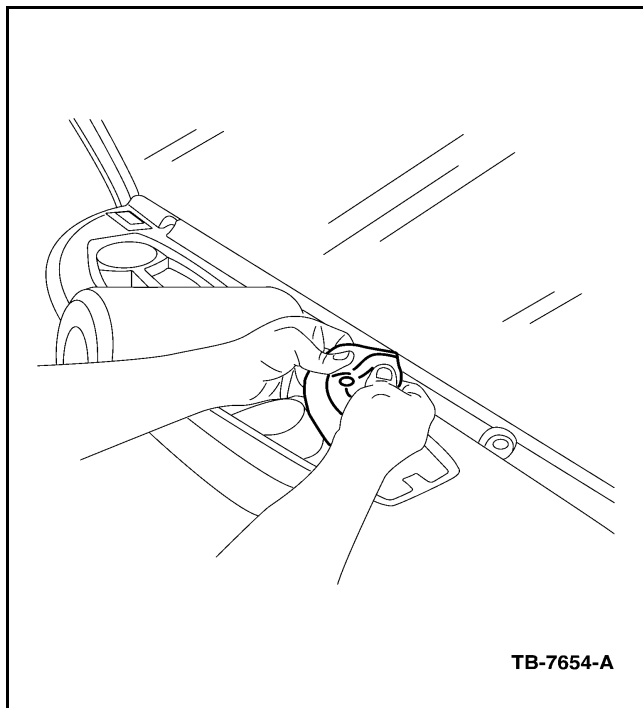


Figure 4 - Article 03-18-4

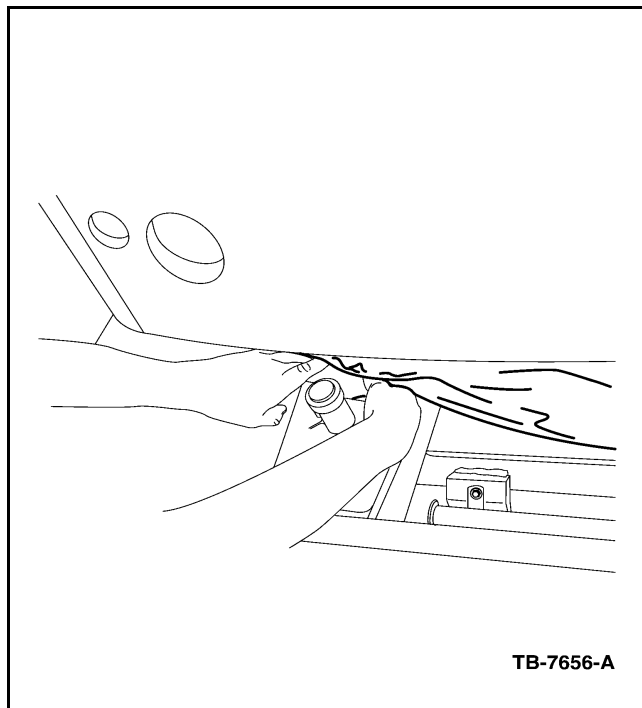


Figure 6 - Article 03-18-4

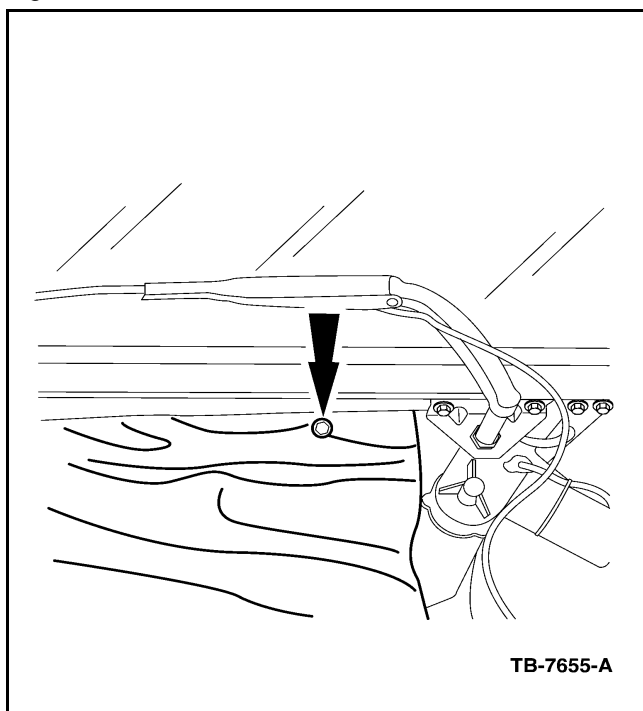


Figure 5 - Article 03-18-4

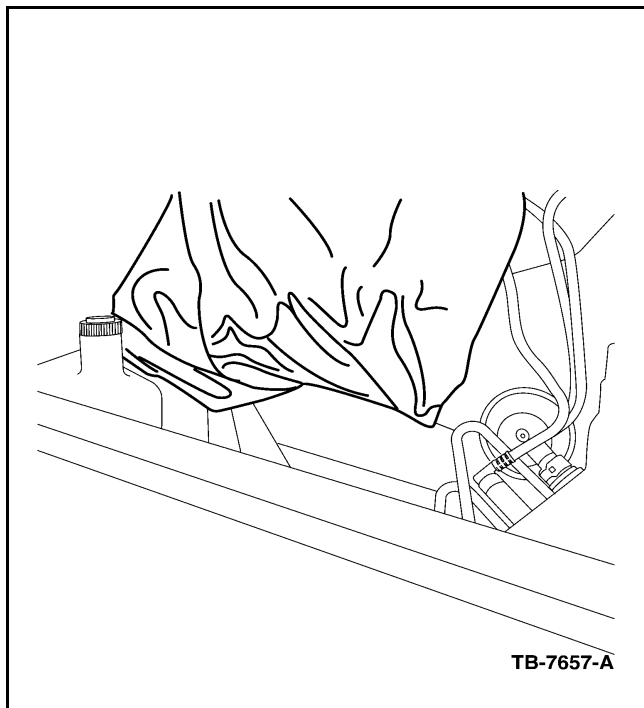


Figure 7 - Article 03-18-4

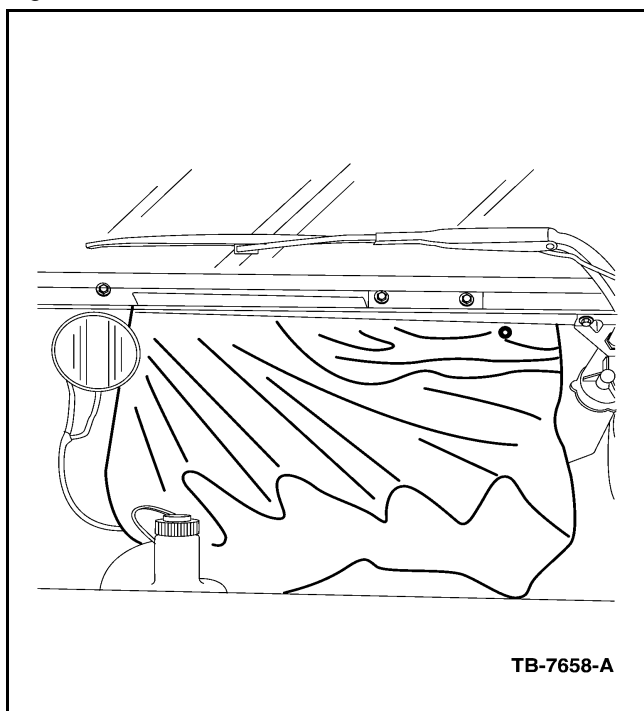


Figure 8 - Article 03-18-4