

415-00A Information and Entertainment System - General Information - Vehicles  
With: AM/FM

2019 Ranger

Diagnosis and Testing

Procedure revision date:  
11/19/2018

## Information and Entertainment System

### DTC Charts

#### ACM DTC Chart

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices.  
REFER to: [Diagnostic Methods](#) (100-00 General Information, Description and Operation).

<b>DTC</b>	<b>Description</b>	<b>Action</b>
B10B8:23	Push Buttons: Signal Stuck Low	<a href="#">GO to Pinpoint Test T</a>
B1252:11	USB Port: Short To Ground	<a href="#">GO to Pinpoint Test J</a>
B1A01:11	Speaker #1: Circuit Short To Ground	<a href="#">GO to Pinpoint Test F</a>
B1A01:15	Speaker #1: Circuit Short To Battery or Open	<a href="#">GO to Pinpoint Test F</a>
B1A02:11	Speaker #2: Circuit Short To Ground	<a href="#">GO to Pinpoint Test F</a>
B1A02:15	Speaker #2: Circuit Short To Battery or Open	<a href="#">GO to Pinpoint Test F</a>
B1A03:11	Speaker #3: Circuit Short To Ground	<a href="#">GO to Pinpoint Test F</a>
B1A03:15	Speaker #3: Circuit Short To Battery or Open	<a href="#">GO to Pinpoint Test F</a>
B1A04:11	Speaker #4: Circuit Short To Ground	<a href="#">GO to Pinpoint Test F</a>
B1A04:15	Speaker #4: Circuit Short To Battery or Open	<a href="#">GO to Pinpoint Test F</a>
B1A56:11	Antenna: Circuit Short To Ground	<a href="#">GO to Pinpoint Test A</a>
B1A56:15	Antenna: Circuit Short To Battery or Open	<a href="#">GO to Pinpoint Test A</a>
B1D79:11	Microphone Input: Circuit Short To Ground	<a href="#">GO to Pinpoint Test H</a>
B1D79:15	Microphone Input: Circuit Short To Battery or Open	<a href="#">GO to Pinpoint Test H</a>

U0074:88	Control Module Communication Bus "B" Off: Bus Off	<a href="#">GO to Pinpoint Test Q</a>
U0155:00	Lost Communication With Instrument Panel Cluster (IPC) Control Module: No Sub Type Information	<a href="#">GO to Pinpoint Test N</a>
U0422:68	Invalid Data Received From Body Control Module: Event Information	<a href="#">GO to Pinpoint Test R</a>
U0423:68	Invalid Data Received from Instrument Panel Cluster Control Module: Event Information	<a href="#">GO to Pinpoint Test R</a>
U2100:00	Initial Configuration Not Complete: No Sub Type Information	<a href="#">GO to Pinpoint Test S</a>
U3000:49	Control Module: Internal Electronic Failure	<a href="#">GO to Pinpoint Test T</a>
U3003:16	Battery Voltage: Circuit Voltage Below Threshold	<a href="#">GO to Pinpoint Test O</a>
U3003:17	Battery Voltage: Circuit Voltage Above Threshold	<a href="#">GO to Pinpoint Test P</a>

### FCIM DTC Chart

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices. REFER to: [Diagnostic Methods](#) (100-00 General Information, Description and Operation).

<b>DTC</b>	<b>Description</b>	<b>Action</b>
B00D5:01	Restraint System Passenger Disable Indicator: General Electrical Failure	REFER to: <a href="#">Airbag Supplemental Restraint System (SRS)</a> (501-20B Supplemental Restraint System, Diagnosis and Testing).
B105A:12	Cabin Temperature Sensor Fan: Circuit Short To Battery	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B105A:14	Cabin Temperature Sensor Fan: Circuit Short To Ground or Open	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1082:07	Right Temperature Damper Motor: Mechanical Failure	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1082:11	Right Temperature Damper Motor: Circuit Short To Ground	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information,

		Diagnosis and Testing).
B1082:12	Right Temperature Damper Motor: Circuit Short To Battery	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1082:13	Right Temperature Damper Motor: Circuit Open	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1083:07	Recirculation Damper Motor: Mechanical Failure	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1083:11	Recirculation Damper Motor: Circuit Short To Ground	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1083:12	Recirculation Damper Motor: Circuit Short To Battery	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1083:13	Recirculation Damper Motor: Circuit Open	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1086:07	Air Distribution Damper Motor: Mechanical Failure	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1086:11	Air Distribution Damper Motor: Circuit Short To Ground	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1086:12	Air Distribution Damper Motor: Circuit Short To Battery	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1086:13	Air Distribution Damper Motor: Circuit Open	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B10AF:11	Blower Fan Relay: Circuit Short To	

	Ground	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B10AF:15	Blower Fan Relay: Circuit Short To Battery or Open	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B10B5:11	Left Panel Air Discharge Temperature: Circuit Short To Ground	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B10B5:15	Left Panel Air Discharge Temperature: Circuit Short To Battery or Open	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B10B6:11	Left Floor Air Discharge Temperature: Circuit Short To Ground	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B10B6:15	Left Floor Air Discharge Temperature: Circuit Short To Battery or Open	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B10B8:63	Push Buttons: Circuit / Component Protection Time-Out	<a href="#">GO to Pinpoint Test T</a>
B10B9:12	Blower Control: Circuit Short To Battery	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B10B9:14	Blower Control: Circuit Short To Ground or Open	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B11E6:11	Right HVAC Damper Position Sensor: Circuit Short To Ground	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B11E6:15	Right HVAC Damper Position Sensor: Circuit Short To Battery or Open	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B11E7:11	Air Distribution Damper Position	

	Sensor: Circuit Short To Ground	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B11E7:15	Air Distribution Damper Position Sensor: Circuit Short To Battery or Open	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B11F0:11	Air Intake Damper Position Sensor: Circuit Short To Ground	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B11F0:15	Air Intake Damper Position Sensor: Circuit Short To Battery or Open	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1202:01	Restraint System Passenger Enable Indicator: General Electrical Failure	REFER to: <a href="#">Airbag Supplemental Restraint System (SRS)</a> (501-20B Supplemental Restraint System, Diagnosis and Testing).
B12CA:11	Start/Stop "Eco-Start" Status Indicator: Circuit Short To Ground	REFER to Diagnosis and Testing in the appropriate 303-06 section.
B12CA:15	Start/Stop "Eco-Start" Status Indicator: Circuit Short To Battery or Open	REFER to Diagnosis and Testing in the appropriate 303-06 section.
B1A61:11	Cabin Temperature Sensor: Circuit Short To Ground	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1A61:15	Cabin Temperature Sensor: Circuit Short To Battery or Open	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1A63:11	Right Solar Sensor: Circuit Short To Ground	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1A63:15	Right Solar Sensor: Circuit Short To Battery or Open	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1A64:11	Left Solar Sensor: Circuit Short To Ground	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information,

		Diagnosis and Testing).
B1A64:15	Left Solar Sensor: Circuit Short To Battery or Open	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1A69:11	Humidity Sensor: Circuit Short To Ground	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1A69:15	Humidity Sensor: Circuit Short To Battery or Open	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1B71:11	Evaporator Temperature Sensor: Circuit Short To Ground	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1B71:15	Evaporator Temperature Sensor: Circuit Short To Battery or Open	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
B1C83:12	Rear Defog Relay: Circuit Short To Battery	REFER to: <a href="#">Glass, Frames and Mechanisms</a> (501-11 Glass, Frames and Mechanisms, Diagnosis and Testing).
B1C83:14	Rear Defog Relay: Circuit Short To Ground or Open	REFER to: <a href="#">Glass, Frames and Mechanisms</a> (501-11 Glass, Frames and Mechanisms, Diagnosis and Testing).
C1B14:11	Sensor Supply Voltage A: Circuit Short To Ground	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
C1B14:12	Sensor Supply Voltage A: Circuit Short To Battery	REFER to: <a href="#">Climate Control System - Vehicles With: Electronic Manual Temperature Control (EMTC)</a> (412-00 Climate Control System - General Information, Diagnosis and Testing).
U0140:00	Lost Communication With Body Control Module: No Sub Type Information	<a href="#">GO to Pinpoint Test L</a>
U0151:00	Lost Communication With Restraints Control Module: No Sub Type Information	<a href="#">GO to Pinpoint Test M</a>
U0155:00	Lost Communication With Instrument	<a href="#">GO to Pinpoint Test N</a>

	Panel Cluster (IPC) Control Module: No Sub Type Information	
U0401:00	Invalid Data Received from ECM/PCM A: No Sub Type Information	<a href="#">GO to Pinpoint Test R</a>
U0401:82	Invalid Data Received from ECM/PCM A: Alive / Sequence Counter Incorrect / Not Updated	<a href="#">GO to Pinpoint Test R</a>
U0422:68	Invalid Data Received From Body Control Module: Event Information	<a href="#">GO to Pinpoint Test R</a>
U0422:81	Invalid Data Received From Body Control Module: Invalid Serial Data Received	<a href="#">GO to Pinpoint Test R</a>
U0452:82	Invalid Data Received From Restraints Control Module: Alive / Sequence Counter Incorrect / Not Updated	<a href="#">GO to Pinpoint Test R</a>
U1000:00	Solid State Driver Protection Active - Driver Disabled: No Sub Type Information	<a href="#">GO to Pinpoint Test T</a>
U2024:51	Control Module Cal-Config Data: Not Programmed	<a href="#">GO to Pinpoint Test S</a>
U2100:00	Initial Configuration Not Complete: No Sub Type Information	<a href="#">GO to Pinpoint Test S</a>
U3000:41	Control Module: General Checksum Failure	<a href="#">GO to Pinpoint Test T</a>
U3000:49	Control Module: Internal Electronic Failure	<a href="#">GO to Pinpoint Test T</a>
U3003:16	Battery Voltage: Circuit Voltage Below Threshold	<a href="#">GO to Pinpoint Test O</a>
U3003:17	Battery Voltage: Circuit Voltage Above Threshold	<a href="#">GO to Pinpoint Test P</a>

### **SCCM DTC Chart**

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices. REFER to: [Diagnostic Methods](#) (100-00 General Information, Description and Operation).

<b><u>DTC</u></b>	<b><u>Description</u></b>	<b><u>Action</u></b>
B1380:11	Steering Wheel Right Switch Pack: Circuit Short To Ground	<a href="#">GO to Pinpoint Test G</a>
B1380:13	Steering Wheel Right Switch Pack: Circuit Open	<a href="#">GO to Pinpoint Test G</a>

B1380:96	Steering Wheel Right Switch Pack: Component Internal Failure	<a href="#">GO to Pinpoint Test G</a>
B1380:9E	Steering Wheel Right Switch Pack: Stuck On	<a href="#">GO to Pinpoint Test G</a>
All other Diagnostic Trouble Codes (DTCs)	—	REFER to: <a href="#">Steering Wheel and Column Electrical Components</a> (211-05 Steering Wheel and Column Electrical Components, Diagnosis and Testing).

## Symptom Charts

### Symptom Chart: Radio

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices. REFER to: [Diagnostic Methods](#) (100-00 General Information, Description and Operation).

Condition	Possible Sources	Actions
A module does not respond to the diagnostic scan tool	Refer to the Pinpoint Test	REFER to: <a href="#">Communications Network</a> (418-00 Module Communications Network, Diagnosis and Testing).
The <u>AM</u> radio is inoperative	Refer to the Pinpoint Test	<a href="#">GO to Pinpoint Test A</a>
The <u>FM</u> radio is inoperative	Refer to the Pinpoint Test	<a href="#">GO to Pinpoint Test A</a>
Poor <u>AM</u> reception	Refer to the Pinpoint Test	<a href="#">GO to Pinpoint Test A</a>
Poor <u>FM</u> reception	Refer to the Pinpoint Test	<a href="#">GO to Pinpoint Test A</a>
Continuous seek or scan in <u>AM/FM</u> mode	Refer to the Pinpoint Test	<a href="#">GO to Pinpoint Test A</a>
One or more audio steering wheel control button is inoperative	Refer to the Pinpoint Test	<a href="#">GO to Pinpoint Test G</a>

### Symptom Chart: Speakers and Sound Quality

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices. REFER to: [Diagnostic Methods](#) (100-00 General Information, Description and Operation).

Condition	Possible Sources	Actions
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A loud popping sound is heard from the speakers when cycling the ignition on	Refer to the Pinpoint Test	<a href="#">GO to Pinpoint Test B</a>
No sound from all speakers	Refer to the Pinpoint Test	<a href="#">GO to Pinpoint Test C</a>
Poor sound quality or distorted sound from one or more speakers (not all speakers)	Refer to the Pinpoint Test	<a href="#">GO to Pinpoint Test D</a>
The speed compensated volume does not operate correctly	Refer to the Pinpoint Test	<a href="#">GO to Pinpoint Test E</a>
The left front door speaker is inoperative	Refer to the Pinpoint Test	<a href="#">GO to Pinpoint Test F</a>
The right front door speaker is inoperative	Refer to the Pinpoint Test	<a href="#">GO to Pinpoint Test F</a>
The left rear door speaker is inoperative	Refer to the Pinpoint Test	<a href="#">GO to Pinpoint Test F</a>
The right rear door speaker is inoperative	Refer to the Pinpoint Test	<a href="#">GO to Pinpoint Test F</a>

### Symptom Chart: Audio Unit Media/Phone Features

Diagnostics in this manual assume a certain skill level and knowledge of Ford-specific diagnostic practices. REFER to: [Diagnostic Methods](#) (100-00 General Information, Description and Operation).

Condition	Possible Sources	Actions
Audio input using the audio input jack is inoperative or does not operate correctly	Refer to the Pinpoint Test	<a href="#">GO to Pinpoint Test I</a>
A <u>USB</u> device is not recognized by the audio system or audio files on a <u>USB</u> device are not found using the audio system from the <u>USB</u> port	Refer to the Pinpoint Test	<a href="#">GO to Pinpoint Test J</a>
Outgoing audio is not transmitted during a phone call	Refer to the Pinpoint Test	<a href="#">GO to Pinpoint Test H</a>
An individual Bluetooth device or feature is inoperative	Device compatibility	<p><b>NOTE:</b> If an individual Bluetooth device is able to pair with the SYNC system, there are no concerns with the <u>ACM</u>.</p> <p>INSTRUCT the vehicle owner to review the device compatibility list. REFER to the appropriate Ford authorized website to view a list of compatible devices and features. Not all phone features are compatible.</p>
Unable to pair Bluetooth device or the Bluetooth functionality is inoperative	Refer to the Pinpoint Test	<a href="#">GO to Pinpoint Test K</a>

## Pinpoint Tests

- ▶ PINPOINT TEST A : POOR AM (AMPLITUDE MODULATION) - FM (FREQUENCY MODULATION) RECEPTION
- ▶ PINPOINT TEST B : A LOUD POPPING SOUND IS HEARD FROM THE SPEAKERS WHEN CYCLING THE IGNITION ON
- ▶ PINPOINT TEST C : NO SOUND FROM ALL SPEAKERS
- ▶ PINPOINT TEST D : POOR SOUND QUALITY OR DISTORTED SOUND FROM ONE OR MORE SPEAKERS (NOT ALL SPEAKERS)
- ▶ PINPOINT TEST E : THE SPEED COMPENSATED VOLUME DOES NOT OPERATE CORRECTLY
- ▶ PINPOINT TEST F : ONE OR MORE SPEAKER IS INOPERATIVE
- ▶ PINPOINT TEST G : ONE OR MORE AUDIO/SYNC STEERING WHEEL CONTROL BUTTON IS INOPERATIVE
- ▶ PINPOINT TEST H : OUTGOING AUDIO IS NOT TRANSMITTED DURING A PHONE CALL
- ▶ PINPOINT TEST I : AUDIO INPUT USING THE AUDIO INPUT JACK IS INOPERATIVE OR DOES NOT OPERATE CORRECTLY
- ▶ PINPOINT TEST J : A USB (UNIVERSAL SERIAL BUS) DEVICE IS NOT RECOGNIZED BY THE AUDIO SYSTEM OR AUDIO FILES ON A USB (UNIVERSAL SERIAL BUS) DEVICE ARE NOT FOUND USING THE USB (UNIVERSAL SERIAL BUS) PORT
- ▶ PINPOINT TEST K : UNABLE TO PAIR BLUETOOTH DEVICE OR THE BLUETOOTH FUNCTIONALITY IS INOPERATIVE
- ▶ PINPOINT TEST L : U0140:00 (FCIM (FRONT CONTROLS INTERFACE MODULE))
- ▶ PINPOINT TEST M : U0151:00 (FCIM (FRONT CONTROLS INTERFACE MODULE))
- ▶ PINPOINT TEST N : U0155:00 (ACM (AUDIO FRONT CONTROL MODULE) , FCIM (FRONT CONTROLS INTERFACE MODULE))
- ▶ PINPOINT TEST O : U3003:16 (ACM (AUDIO FRONT CONTROL MODULE) , FCIM (FRONT CONTROLS INTERFACE MODULE))

- ▶ [PINPOINT TEST P : U3003:17 \(ACM \(AUDIO FRONT CONTROL MODULE\) , FCIM \(FRONT CONTROLS INTERFACE MODULE\) \)](#)
- ▶ [PINPOINT TEST Q : BUS OFF](#)
- ▶ [PINPOINT TEST R : INVALID DATA RECEIVED](#)
- ▶ [PINPOINT TEST S : MODULE CONFIGURATION FAULT](#)
- ▶ [PINPOINT TEST T : INTERNAL MODULE FAILURE](#)

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