

Article Number:

[REDACTED]

Article Type:

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Author:

[REDACTED]

Global Concern Number:

[REDACTED]

Market(s):

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
AP	BWA	03/21/2018	03/20/2019
AP	LSO	03/21/2018	03/20/2019
AP	NAM	03/21/2018	03/20/2019
AP	SWZ	03/21/2018	03/20/2019
AP	ZAF	03/21/2018	03/20/2019
NA	***	03/21/2018	03/20/2019
WD	ABW	03/21/2018	03/20/2019
WD	AFG	03/21/2018	03/20/2019
WD	AGO	03/21/2018	03/20/2019
WD	AIA	03/21/2018	03/20/2019
WD	ANT	03/21/2018	03/20/2019
WD	ARE	03/21/2018	03/20/2019
WD	ATG	03/21/2018	03/20/2019
WD	BDI	03/21/2018	03/20/2019
WD	BEN	03/21/2018	03/20/2019
WD	BFA	03/21/2018	03/20/2019
WD	BHR	03/21/2018	03/20/2019
WD	BHS	03/21/2018	03/20/2019
WD	BLZ	03/21/2018	03/20/2019
WD	BMU	03/21/2018	03/20/2019
WD	BRB	03/21/2018	03/20/2019
WD	CAF	03/21/2018	03/20/2019
WD	CCK	03/21/2018	03/20/2019
WD	CIV	03/21/2018	03/20/2019
WD	CMR	03/21/2018	03/20/2019
WD	COD	03/21/2018	03/20/2019
WD	COM	03/21/2018	03/20/2019
WD	CPV	03/21/2018	03/20/2019
WD	CRI	03/21/2018	03/20/2019
WD	CUB	03/21/2018	03/20/2019
WD	CYM	03/21/2018	03/20/2019
WD	DJI	03/21/2018	03/20/2019

WD	DMA	03/21/2018	03/20/2019
WD	DOM	03/21/2018	03/20/2019
WD	DZA	03/21/2018	03/20/2019
WD	EGY	03/21/2018	03/20/2019
WD	ERI	03/21/2018	03/20/2019
WD	ETH	03/21/2018	03/20/2019
WD	GAB	03/21/2018	03/20/2019
WD	GHA	03/21/2018	03/20/2019
WD	GIN	03/21/2018	03/20/2019
WD	GMB	03/21/2018	03/20/2019
WD	GNB	03/21/2018	03/20/2019
WD	GNQ	03/21/2018	03/20/2019
WD	GRD	03/21/2018	03/20/2019
WD	GTM	03/21/2018	03/20/2019
WD	HND	03/21/2018	03/20/2019
WD	HTI	03/21/2018	03/20/2019
WD	IRN	03/21/2018	03/20/2019
WD	IRQ	03/21/2018	03/20/2019
WD	ISR	03/21/2018	03/20/2019
WD	JAM	03/21/2018	03/20/2019
WD	JOR	03/21/2018	03/20/2019
WD	KEN	03/21/2018	03/20/2019
WD	KNA	03/21/2018	03/20/2019
WD	KWT	03/21/2018	03/20/2019
WD	LBN	03/21/2018	03/20/2019
WD	LBR	03/21/2018	03/20/2019
WD	LBY	03/21/2018	03/20/2019
WD	LCA	03/21/2018	03/20/2019
WD	MAR	03/21/2018	03/20/2019
WD	MDG	03/21/2018	03/20/2019
WD	MLI	03/21/2018	03/20/2019
WD	MOZ	03/21/2018	03/20/2019
WD	MRT	03/21/2018	03/20/2019
WD	MSR	03/21/2018	03/20/2019
WD	MTQ	03/21/2018	03/20/2019
WD	MUS	03/21/2018	03/20/2019
WD	MWI	03/21/2018	03/20/2019
WD	MYT	03/21/2018	03/20/2019
WD	NER	03/21/2018	03/20/2019

WD	NGA	03/21/2018	03/20/2019
WD	NIC	03/21/2018	03/20/2019
WD	OMN	03/21/2018	03/20/2019
WD	PAK	03/21/2018	03/20/2019
WD	PAN	03/21/2018	03/20/2019
WD	PRI	03/21/2018	03/20/2019
WD	PSE	03/21/2018	03/20/2019
WD	QAT	03/21/2018	03/20/2019
WD	REU	03/21/2018	03/20/2019
WD	RWA	03/21/2018	03/20/2019
WD	SAU	03/21/2018	03/20/2019
WD	SDN	03/21/2018	03/20/2019
WD	SEN	03/21/2018	03/20/2019
WD	SHN	03/21/2018	03/20/2019
WD	SLE	03/21/2018	03/20/2019
WD	SLV	03/21/2018	03/20/2019
WD	SOM	03/21/2018	03/20/2019
WD	STP	03/21/2018	03/20/2019
WD	SYC	03/21/2018	03/20/2019
WD	SYR	03/21/2018	03/20/2019
WD	TCA	03/21/2018	03/20/2019
WD	TCD	03/21/2018	03/20/2019
WD	TGO	03/21/2018	03/20/2019
WD	TTO	03/21/2018	03/20/2019
WD	TUN	03/21/2018	03/20/2019
WD	TZA	03/21/2018	03/20/2019
WD	UGA	03/21/2018	03/20/2019
WD	VCT	03/21/2018	03/20/2019
WD	VGB	03/21/2018	03/20/2019
WD	VIR	03/21/2018	03/20/2019
WD	YEM	03/21/2018	03/20/2019
WD	ZAR	03/21/2018	03/20/2019
WD	ZMB	03/21/2018	03/20/2019
WD	ZWE	03/21/2018	03/20/2019

Title:

2017- 2018 Multiple Vehicles - Illuminated Malfunction Indicator Lamp (MIL) With Variable Cam Timing (VCT) DTCs - Diagnostic Information

Text:

Some vehicles may exhibit an illuminated MIL with diagnostic trouble codes (DTCs) P0011, P0012, P0014, P0015, P0016, P0017, P0018, P0019, P0021, P0022, P0024 and/or P0025. This may be due to small debris causing the VCT solenoid to stick. Before attempting any component diagnosis or replacement of the VCT solenoid, refer to Powertrain Control and Emissions Diagnosis (PC/ED) pinpoint test HK11 to cycle the affected VCT solenoid 10 times to attempt

to clear the debris. For claiming, use causal part 6M280 and applicable labor operations in section 10 of the Service Labor Time Standards (SLTS) Manual.

Vehicles:

2017-2018	B-MAX 2015.75 (05/2012-) (B2)
2017-2018	C-MAX (C344N) (CG)
2017-2018	C-MAX 2015.5 (03/2015-) (EU)
2017-2018	Continental (D544) (PL)
2017-2018	Edge (CD539N) (DQ)
2017-2018	Edge 2015.0 (10/2015-) (ED)
2017-2018	Escape (C520 NA) (M2)
2017-2018	E-Series (VN127) (E4)
2017	Expedition (U222) (B7)
2018	Expedition (U553) (B8)
2017-2018	Explorer (U502) (UB)
2017-2018	F-150 (P552) (FC)
2017-2018	F-350 P473 SA (FB)
2017-2018	F-53 Motorhome Chassis F-59 Commercial Stripped Chassis (Y3)
2017-2018	F-650/750 (H567) (BC)
2017-2018	Fiesta B299 MCA EU (CN)
2017-2018	Fiesta B299 MCA NA (CT)
2017-2018	Fiesta B299 MCA SA (CM)
2017-2018	Flex (P3)
2017-2018	Focus C346 NA (DH)
2017-2018	F-Super Duty (P558) NA (FE)
2017-2018	Fusion (CD391N) NA (C7)
2017-2018	MKC (C489) (ME)
2017-2018	MKT (P4)
2017-2018	MKX/Nautilus (U540N) (D9)
2017-2018	MKZ (CD533) (C9)
2017-2018	Mustang (S550) (ZG)
2017	Navigator (U228) (B5)
2018	Navigator (U554) (B9)
2017-2018	Taurus (D258) (PH)
2017-2018	Transit (V363N) (TH)
2017-2018	Transit Connect Tourneo Connect (HC)
2017-2018	Transit/Tourneo Courier 2014.5 (07/2013-) (4A)

Symptom Code:

400000	ENGINE
497000	ENGINE NOISE CONCERNS
499000	ENGINE BASIC ENGINE
600000	DRIVEABILITY
606000	DRIVE-PERFORMANCE
608000	DRIVEABILITY RUNS ROUGH
608400	DRIVEABILITY RUNS ROUGH AT IDLE
617000	DRIVE-IDLE
698298	DRIVEABILITY MALFUNCTION INDICATOR LAMP - MIL
P0011	
P0012	
P0014	
P0015	
P0016	
P0017	
P0018	

P0019
P0021
P0022
P0024
P0025

Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Driver Aid & Information				2****
Driver Aid & Information	Warning Indicators/Messages/Chimes			227***
Driver Aid & Information	Warning Indicators/Messages/Chimes	Service Engine Soon (Engine Image)		227Q**
Driver Aid & Information	Warning Indicators/Messages/Chimes	Service Engine Soon (Engine Image)	Stays On	227Q68
Driving Performance				5****
Driving Performance	Runs Rough			550***
Driving Performance	Runs Rough	All Running Modes		550A**
Driving Performance	Runs Rough	All Running Modes	Always	550A02
Driving Performance	Runs Rough	All Running Modes	Hot	550A34
Driving Performance	Runs Rough	All Running Modes	Intermittent	550A39
Driving Performance	Idle Quality			551***
Driving Performance	Idle Quality	Rough		5519**
Driving Performance	Idle Quality	Rough	Always	551902
Driving Performance	Idle Quality	Rough	Cold	551912

Audit Comments:

Area Code	Geo Sales Area	Comment	Old Date of Deactivation	New Date of Deactivation	CDSID
AP	BWA	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
AP	LSO	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
AP	NAM	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
AP	SWZ	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
AP	ZAF	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
NA	***	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
WD	ABW	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
WD	AFG	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
WD	AGO	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
WD	AIA	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
WD	ANT	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
WD	ARE	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
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WD	BDI	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
WD	BEN	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH

WD	TGO	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
WD	TTO	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
WD	TUN	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
WD	TZA	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
WD	UGA	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
WD	VCT	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
WD	VGB	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
WD	VIR	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
WD	YEM	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
WD	ZAR	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
WD	ZMB	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH
WD	ZWE	GSMITH LOADED MESSAGE:076-2018-1659::ADD	01/01/1900	03/20/2019	GSMITH