

ONLINE AUTOMOTIVE SERVICE INFORMATION
SYSTEM FOR MARCH 2012

SB-10044178-9827

22256 2011-2012 F-150 3.5L ECOBOOST FRONT LICENSE PLATE MOUNTING

2011-2012 F-150 VEHICLES WITH 3.5L ECOBOOST ENGINE ONLY, SHIPPED TO DEALERS WHERE FRONT LICENSE PLATE IS REQUIRED, THE LEFT FRONT BUMPER COVER IS EQUIPPED WITH MOUNTING FEATURES FOR THE LICENCE PLATE AND MOUNTING SCREWS ARE PLACED IN THE GLOVE COMPARTMENT. DO NOT INSTALL A STANDARD LICENCE PLATE MOUNTING BRACKET IN THE MIDDLE OF THE FRONT BUMPER OPENING AS THIS WILL RESTRICT AIRFLOW TO THE INTERCOOLER ASSEMBLY. IF FRONT LICENSE PLATE MOUNTING IS DESIRED ON VEHICLES NOT EQUIPPED WITH THIS TYPE OF BUMPER COVER, ORDER PART NUMBER BL3Z-17E811-AA WHICH INCLUDES BOTH RH AND LH BUMPER COVERS. THIS MODIFICATION IS NOT A WARRANTABLE ITEM.

22257 2012 F150 RAPTOR FRONT CAMERA INOPERATIVE, OR REAR CAMERA INOPERATIVE AND DISPLAYS FRONT CAMERA IN ERROR

SOME 2012 F150 RAPTOR VEHICLES MAY EXHIBIT CONCERNS WITH THE FRONT CAMERA FUNCTION. IF FRONT CAMERA DISPLAY IS INOPERATIVE IN 4WD LO (BELOW 15 MPH), ENSURE ALL HARNESS CONNECTORS ARE PROPERLY SEATED BETWEEN FRONT CAMERA AND CAMERA SWITCHING MODULE. IF STILL INOPERATIVE, REFER TO WSM SECTION 413-13 FOR NORMAL DIAGNOSTICS. IF FRONT CAMERA IMAGE DISPLAYS WITH TRANSMISSION SELECTOR LEVER IN R, ENSURE THE REAR CAMERA IS PROPERLY CONNECTED. USING IDS, PERFORM REAR VIEW CAMERA RECONFIGURE (RVC) PROCEDURE. IF REAR CAMERA WAS DISCONNECTED DURING INITIAL CONFIGURATION, IT IS POSSIBLE FOR THE FRONT CAMERA TO BE ESTABLISHED AS PRIMARY. RESETTNG RVC WITH BOTH CAMERAS CONNECTED/OPERATIONAL WILL RESET THE REAR CAMERA AS PRIMARY AND IT WILL DISPLAY WITH THE TRANSMISSION SELECTOR LEVER IN R. USE AVAILABLE SERVICE LABOR OPERATIONS.

22260 MYFORD TOUCH/MYLINCOLN TOUCH - NAVIGATION INOPERATIVE - MISSING NAVIGATION APPLICATION.

SOME 2011-2012 EDGE/MKX, EXPLORER AND 2012 FOCUS VEHICLES EQUIPPED WITH MYFORD TOUCH/MYLINCOLN TOUCH AND NAVIGATION MAY EXPERIENCE MISSING NAVIGATION AFTER PERFORMING FIELD SERVICE ACTION (FSA) 11A01, UPDATING THE ACCESSORY PROTOCOL INTERFACE MODULE (APIM) USING THE FULL FLASH METHOD WITH INTEGRATED DIAGNOSTIC SYSTEM (IDS) TOOL. FSA 11A01 TECH INSTRUCTION STEP #7 REQUIRES A MANUAL SELECTION OF THE NAVIGATION APPLICATION OR ANYTIME THE APIM IS UPDATED USING THE FULL FLASH METHOD. IF NAVIGATION IS NOT SELECTED A STANDARD APIM UPDATE NEEDS TO BE PERFORMED TO MANUALLY SELECT THE NAVIGATION APPLICATION. NAVIGATION CAN ONLY BE INSTALLED ON VEHICLES ORIGINALLY EQUIPPED WITH THE FEATURE.

22261 2011-2012 F-SUPER DUTY EQUIPPED WITH AIR CONDITIONING - DIRT OR DUST COMING OUT OF VENTS

SOME 2011-2012 F-SUPER DUTY VEHICLES EQUIPPED WITH AIR CONDITIONING AND OPERATED IN EXTREMELY DUSTY ENVIRONMENTS AND/OR EXTENDED IDLE TIME MAY EXHIBIT DIRT/DUST COMING OUT OF THE INSTRUMENT PANEL VENTS. ADVISE OPERATOR TO PUT THE HEATING, VENTILATING AIR CONDITIONING (HVAC) CONTROLS IN THE RECIRCULATED AIR MODE WHEN OPERATING UNDER THESE CONDITIONS, THIS HELPS PREVENT THE INGESTION OF DUST/DIRT THROUGH THE COWL AND INTO THE HVAC SYSTEM. PLEASE CONTINUE TO SUBMIT GCR'S AND MONITOR OASIS FOR ADDITIONAL INFORMATION. NOTE: IF A FUNCTIONAL CONDITION DOES

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EXIST, PROCEED WITH NORMAL DIAGNOSTICS IN WORKSHOP MANUAL SECTION 412-00.

22262

2011-2012 F-SUPER DUTY - 6.7L - FUEL SYSTEM REPAIR/REPLACEMENT DUE TO FUEL SYSTEM CONTAMINATION - JOB AID REVISION

SOME 2011-2012 F-SUPER DUTY VEHICLES EQUIPPED THE 6.7L POWERSTROKE DIESEL ENGINE MAY EXHIBIT THE FOLLOWING CONDITIONS: CRANK NO START; LONG CRANK HARD START; RUNS ROUGH; LOW POWER; ENGINE KNOCKING; EXHAUST SMOKE; OR FRP SLOW TO BUILD. THESE CONCERNS MAY BE CAUSED BY CONTAMINATED FUEL. REFER TO THE REVISED 6.7L DIESEL FUEL SYSTEM CONTAMINATION DIAGNOSIS AND SERVICE PROCEDURE JOB AID AVAILABLE ON PTS OR FMCDEALER.COM. THE 6.7L DIESEL FUEL CONTAMINATION JOB AID HAS BEEN REVISED AS OF MARCH 2012 AND NOW INCLUDES FREQUENTLY ASKED QUESTIONS (FAQ).

22264

2011 F-650/F-750 - SEAT AIR LEAK FROM LINES.

SOME 2011 F-650 AND F-750 VEHICLES EQUIPPED WITH AIR RIDE SEATS MAY EXHIBIT LOSS OF SEAT POWER FUNCTIONS AS A RESULT OF LOOSE OR DISCONNECTED AIR LINES UNDER THE SEAT. REFER TO THE WORKSHOP MANUAL SECTION 501-10, SEATING FOR REMOVAL AND INSTALLATION. DURING THE SEAT REMOVAL TO RECONNECT AIR LINES INSPECT AND REPAIR OR REPLACE ANY DAMAGE AIR LINES. USE SERVICE PART NUMBER W303966 TO RETAIN LOOSE OR DISCONNECTED AIR LINES. USE AVAILABLE SERVICE LABOR TIMES.

22265

2011-2012 F-150 3.5L GTDI ONLY - REDUCED ENGINE PERFORMANCE DUE TO AIR FLOW RESTRICTION ACROSS CHARGE AIR COOLER

2011-2012 F-150 3.5L GTDI ONLY - MAY EXPERIENCE LIMITED ENGINE PERFORMANCE DUE TO RESTRICTED AIR FLOW ACROSS THE CHARGE AIR COOLER. AFTERMARKET ACCESSORIES INSTALLED IN THE FRONT BUMPER CENTER OPENING WILL REDUCE AIR FLOW ACROSS THE CHARGE AIR COOLER LIMITING ENGINE PERFORMANCE. IT IS IMPORTANT THE CENTER OF THE FRONT BUMPER REMAINS OPEN WITH NO AIR FLOW OBSTRUCTIONS. REFER TO WARRANTY AND POLICY MANUAL FOR AFTERMARKET ACCESSORIES POLICIES.

22266

2011-2013 EXPLORER BUZZ/WHINE NOISE DURING SHIFTS

SOME 2011-2013 EXPLORER VEHICLES MAY EXHIBIT A CONTACT CONDITION BETWEEN THE TRANSMISSION OIL COOLING (TOC) TUBE AND THE BRAKE TUBE NEAR THE DRIVER SIDE FRONT WHEEL WELL CAUSING A BUZZING/HUMMING/WHINING POWERTRAIN NOISE WHILE DRIVING (ESPECIALLY DURING TRANSMISSION SHIFTS). INSPECT THE BLACK PLASTIC CLIP ON THE BRAKE TUBE AND VERIFY THAT IT IS FULLY SEATED INTO THE FRAME (THE CLIP IS LOCATED APPROXIMATELY 3.5 INCHES ABOVE AND APPROXIMATELY 6 INCHES BEHIND THE POINT WHERE THE BRAKE TUBE ROUTES NEAR THE TOC TUBE). WITH THE CLIP IN PLACE THERE SHOULD BE APPROXIMATELY 15/16" (24.5 MM) CLEARANCE BETWEEN THE LINES.

22275

2011-2012 F-150 CENTER HIGH MOUNT STOP LAMP (CHMSL) WATER LEAK SERVICE TIP

2011-2012 F-150 VEHICLES MAY EXHIBIT A WATER LEAK FROM THE CENTER HIGH MOUNT STOP LAMP (CHMSL) AREA. TO ISOLATE LEAK, TAPE OFF THE OUTSIDE CHMSL LENS TO SHEET METAL PERIMETER AND WATER TEST THE REAR CAB AREA USING HOSE WITH MEDIUM