

SB-10044945-5357
ONLINE AUTOMOTIVE SERVICE INFORMATION
SYSTEM FOR JUNE 2012

22384 2011 - 2012 F150 WITH 9.75" REAR AXLE BUILT FROM JANUARY 1, 2011 AND EXPEDITION/NAVIGATOR BUILT AFTER MAY 1, 2011 - DRIVE LINE CLICK, SNAP, POP, TICK

CUSTOMERS MAY EXPERIENCE A CLICKING, POPPING, SNAPPING, TICKING OR CREAK NOISE IN THE DRIVELINE WHEN SHIFTING FROM PARK TO REVERSE OR DRIVE, OR CHANGING FROM REVERSE TO DRIVE OR VICE-VERSA WHILE THE VEHICLE IS STATIONARY AND BRAKES ENGAGED. IT MAY RESULT IN 1-3 SEQUENTIAL CLICKS AND NOT REPEAT WITHOUT CHANGING DIRECTIONS. THE SOUND APPEARS TO COME FROM THE REAR DRIVESHAFT AND IS MORE PRONOUNCED ON VEHICLES WITH AN ALUMINUM DRIVESHAFT. IT MAY NOT BE EVIDENT INSIDE THE VEHICLE IF THE DRIVESHAFT IS NOT ALUMINUM. ENGINEERING IS WORKING ON A RESOLUTION TO THIS CONCERN AND NO REPAIR SHOULD BE ATTEMPTED AT THIS TIME. ADVISE CUSTOMERS THIS ISSUE ONLY RESULTS IN AN ANNOYING NOISE AND VEHICLE PERFORMANCE IS NOT AFFECTED. MONITOR OASIS FOR UPDATES.

22385 6.0L/6.4L DIESEL - PROPER REAR COVER DOWEL SPACING

ALL 6.0L AND 6.4L DIESEL ENGINES MUST HAVE REAR COVER ALIGNMENT DOWELS INSPECTED WHEN INSTALLING THE TRANSMISSION OR REAR ENGINE COVER. THE DOWELS SHOULD PROTRUDE OUT FROM THE COVER 10MM. IF A DOWEL IS DAMAGED OR MISSING IT MUST BE REPLACED. FAILURE TO INSTALL OR PROPERLY SPACE THE DOWELS MAY RESULT IN DAMAGE TO THE FLEX-PLATE, TORQUE CONVERTER AND OR TRANSMISSION PUMP.

22386 2012-2013 EXPLORER FOUL ODOR FROM HVAC

SOME 2012 - 2013 EXPLORER VEHICLES EQUIPPED WITH THE 3.5L ENGINE MAY EXHIBIT A FOUL OR DECAY TYPE ODOR COMING FROM THE HEATER-A/C SYSTEM INTERMITTENTLY AFTER COMING TO A STOP WITH A HOT ENGINE AND THE RECIRCULATION DOOR IN THE FRESH AIR POSITION. THE ODOR MAY ALSO BE NOTICEABLE UNDER THE HOOD. ENGINEERING IS AWARE OF THIS ISSUE AND A FIX SHOULD BE AVAILABLE IN THE 3RD QUARTER. PLEASE CONTINUE TO SUBMIT VEHICLE REPORTS FOR THIS CONCERN. DO NOT REPLACE ANY COMPONENTS AT THIS TIME. CONTINUE TO MONITOR OASIS FOR UPDATES.

22396 2008-2012 ESCAPE/MARINER - LOOSE FOAM FROM DEFROSTER VENT ON DASH

SOME 2008-2012 ESCAPE/MARINER VEHICLES MAY EXHIBIT LOOSE PIECES OF FOAM THAT HAVE PEELED BACK OR ARE STICKING UP FROM THE DEFROST VENTS LOCATED ON THE DASH. THIS IS NOT THE LARGER PIECE OF FOAM LOCATED BETWEEN THE DASH AND THE WINDSHIELD. THESE SMALL PIECES OF FOAM MAY BE PULLED OFF OR TRIMMED WITHOUT ANY FUNCTIONAL ISSUES WITH THE CLIMATE CONTROL SYSTEM OR NVH. DO NOT REPLACE OR REMOVE THE DASH FOR THIS CONCERN.

22400 2013 F53/F59 - DIAGNOSTIC TROUBLE CODES (DTCS) B1596 AND U1055 IN ANTILOCK BRAKE MODULE

2013 F53 MOTORHOME AND F59 COMMERCIAL CHASSIS VEHICLES WITH A FOUR-CHANNEL ANTILOCK BRAKE SYSTEM (ABS) WILL HAVE DIAGNOSTIC TROUBLE CODES (DTCS) B1596 AND U1055 IN THE ABS MODULE THAT RESULT FROM THE INSTRUMENT CLUSTER (IC) NOT BEING INSTALLED DURING THE ASSEMBLY PROCESS. IF THESE DTCS ARE ENCOUNTERED CLEAR THE DTCS AND RETEST. ANY REOCCURRING DTCS SHOULD BE DIAGNOSED USING THE WORKSHOP MANUAL, SECTION 413-00 INSTRUMENT CLUSTER AND PANEL ILLUMINATION.