ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR DECEMBER 2013

44312 2011-2014 F-Super Duty - 6.7L Diesel - Diagnostic Trouble Codes (DTC) P20E8, P202D and/or P204B- Diesel Exhaust Fluid (DEF) Testing For Petroleum

Some 6.7L Diesel equipped vehicles may exhibit the Malfunction Indicator Light (MIL) on with DTC(s) P20E8, P202D and/or P204B. These DTCs may be caused by contamination of the DEF from a petroleum based product such as diesel fuel. Visual inspections can be a good indicator as petroleum based products will cause the rubber seals and O-rings in the system to swell and/or leak. If the DEF is suspected of contamination, use the Rotunda DEF test strips (part number 328-00012 or 328-44-863) to check for the presence of petroleum. DEF system failures that are caused by petroleum contamination are not covered under warranty and require that the entire DEF system be replaced including the pump, heater assembly, tank, injector and all DEF lines. Cleaning and reusing contaminated DEF system components will result in repeat repairs.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR DECEMBER 2013

44339 DTC P1A18, P1A19, P0AEE, P0BCD When Using Engine Block Heater - Under Investigation

Some 2013-2014 C-MAX, Fusion and MKZ Hybrid/Energi vehicles may illuminate the wrench lamp (Hybrids) or the Service Engine Soon lamp (Energi) when using the engine block heater, with diagnostic trouble codes P1A18, P1A19, P0AEE or P0BCD in continuous memory of the SOBDM-C. The lamps will turn off within no more than three drive cycles after the engine block heater is unplugged. Engineering is currently investigating this condition and will be releasing an updated calibration to resolve this concern. Monitor OASIS for updates.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR DECEMBER 2013

44327 Some Vehicles Could Exhibit Misfire Codes After Certain Repairs - Multiple Vehicle Lines

Some vehicles equipped with On Board Diagnostics (OBD) misfire monitor neutral profile learning capabilities may experience the MIL illuminating or flashing, accompanied by one or more engine misfire related codes(P030X). These faults can be a result of the crankshaft position sensor profile (MP_LRN) not being relearned after certain engine and transmission repairs have been performed. The MP_LRN data is no longer cleared with a KAM reset or battery disconnect. Repairs that can require relearning of the MP_LRN data with IDS include: crank sensor, trigger wheel, engine timing, crank pulley and any time the engine or transmission (including DPS6) is removed for service. From the IDS toolbox select "powertrain", then "service functions", then Misfire Monitor Neutral Profile Correction" and follow the on screen prompts.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR DECEMBER 2013

44341 2014 F-Super Duty 6.7L - Slow to Build Passenger Cabin Heat

2014 F-Super Duty vehicles with 6.7L diesel engines may exhibit customer concerns of slow to build cabin heat during extended idling in cold ambient temperatures. Idling in cold weather will not heat the engine to its normal operating temperature. Compare to like vehicles before attempting repairs. Refer customer to cold weather operation information in the owner guide diesel supplement if comparable. If not comparable refer to WSM Section 303-03B for vehicles not equipped with option code 41A -Rapid Heat Supplemental Heating System or WSM Section 412-00 for vehicles equipped with Option Code 41A. The optional Rapid Heat Supplemental Heating System will provide maximum effectiveness in mid to low blower speeds during initial warm up. Automatic mode (if equipped) will determine the appropriate blower speed.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR DECEMBER 2013

44316 Some 2012-2013 Ikon Hatch vehicles may have a hard engine start condition, rolling idle or the engine shutting down at initial cold start with the A/C on.

Some 2012-2013 Ikon Hatch vehicles could have rolling idle or the engine stall at cold start with the A/C on. New PCM calibration is available on IDS version 87.05, with →CE→ level. However during reprogramming procedure, theVIN is deleted. To correct this situation, please follows the next steps: 1. Start the test with the Key in OFF position. 2. When the message appears that it can't be linked with the vehicle and asking you if you want to do this test again, answer no. 3. Click on checkmark with the Key in OFF position. 4. Start the test manually, select all options. 5. Enter the information for PCM BS69-XXXX-CC. 6. Enter the VIN. 7. Go to the module reprogramming with the Key in ON position. 8. Follow the instructions to reprogram the PCM. 9. Enter the correct vehicle information. 10. Follow the IDS screen to complete the PCM reprogramming.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR DECEMBER 2013

44325 2013 C-Max and F-Super Duty equipped with MyFord Touch Radio Lock Up/Inoperable

Some 2013 C-Max and F-Super Duty vehicles equipped with MyFord Touch may exhibit a concern where the radio will not turn on, message saying SIRUS Update stuck at 0% status, CD will not eject with message saying - No Disk. To temporarily correct this condition, remove fuse 29 from the Body Control Module (BCM) on F-Super Duty and both fuse 67 and 79 on the C-Max for a minimum of 30 seconds to reset the Audio Control Module (ACM). A permanent software fix is being developed, continue to monitor oasis for updates.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR DECEMBER 2013

44329 2013-2014 F-Super Duty - 6.7L Diesel - Diagnostic Trouble Codes (DTC) P2201, P2209, P229E, P22A7, P220F - NOx Sensor And Module Replacement

Some 2013-2014 F-Super Duty vehicles equipped with a 6.7L Diesel engine may exhibit the Malfunction Indicator Light (MIL) on with DTC(s) P2201, P2209, P229E, P22A7, P220F. Engineering is currently reviewing NOx sensors and modules for root cause analysis. If diagnostics lead to the replacement of a NOx sensor, replace the corresponding NOx module as a matched set. If diagnostics lead to the replacement of a NOx module, replace the corresponding NOx sensor as a matched set. During replacement, be sure to leave the NOx module/sensor interface connector undisturbed and connected as this will aid in concern analysis. NOTE: 2013 and later 6.7L diesels have two NOx sensors and two NOx modules. The upstream NOx sensor/module is NOx_11 and the downstream NOx sensor/module is NOx_12.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR DECEMBER 2013

44330 "No PCM Communication" Job Aid in Service Tips.

In vehicles equipped with High Speed Controller Area Networks (HSCAN) where the PCM is not communicating, a job aid has been developed and released in the service tips section of OASIS. This job aid provides information on possible causes, network and resistance testing as well as some useful tips. Engineering review has found that a high percentage of the PCMs being replaced for not communicating are found to be functioning properly and issues with vehicle circuits are a more likely cause.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR DECEMBER 2013

44342 2013 F650/750 - Poor Outbound Call Quality While Using Sync Built On Or Before 6/5/2013

Ford engineering is aware of a concern on 2013 F650/750 Sync equipped trucks produced on or before 6-5-2013 that may exhibit poor outbound call quality when using Sync. A permanent repair is being developed and will be released in the first quarter of 2014. Please do not attempt a repair at this time.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR DECEMBER 2013

44333 2011-2014 All-Wheel Drive Vehicles Equipped With PTU Cooling

Some 2011-2014 Explorer that are Export, and 2013-2014 Police Sedan and Utility, Taurus SHO, and Explorer Sport vehicles equipped with AWD and a liquid cooled Power Take-Off Unit (PTU) may experience sludging or contamination of the PTU lube as a result of increased internal lube temperature caused by excessive lube loss from the PTU, or internal PTU failure. Please refer to Workshop Manual (WSM) section 308-07B for PTU diagnosis. If diagnostics lead to replacement of the PTU due to deteriorated lube (sludged or metal contaminants), please also replace the PTU vent hose using base part number 7034 during this repair.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR DECEMBER 2013

44328 Some Vehicles Could Exhibit Misfire Codes After Certain Repairs - Multiple Vehicle Lines

Some vehicles equipped with On Board Diagnostics (OBD) misfire monitor neutral profile learning capabilities may experience the MIL illuminating or flashing, accompanied by one or more engine misfire related codes(P030X). These faults can be a result of the crankshaft position sensor profile (MP_LRN) not being relearned after certain engine and transmission repairs have been performed. The MP_LRN data is no longer cleared with a KAM reset or battery disconnect. Repairs that can require relearning of the MP_LRN data with IDS include: crank sensor, trigger wheel, engine timing, crank pulley and any time the engine or transmission (including DPS6) is removed for service. From the IDS toolbox select "powertrain", then "service functions", then Misfire Monitor Neutral Profile Correction" and follow the on screen prompts.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR DECEMBER 2013

44315 2013 Model Year Explorer, Taurus, MKS, Flex, MKT, Fusion, MKZ, and Police Interceptor Utility and Sedan Vehicles may exhibit a fuel odor or hesitation.

Some 2013 Model Year Explorer, Taurus, MKS, Flex, MKT, Fusion, MKZ, and Police Interceptor Utility and Sedan Vehicles may exhibit a fuel odor, slow fill, or hesitation/ stumble while driving and may or may not have one or more of the following codes present P0454, P0455, P0456, P0457, P0451, P0459 after Field Service Action 13S04 has been completed. This may be due to the fuel vapor line not being properly connected (fully seated) to the underside of the Fuel Delivery Module (FDM) which may lead to the carbon canister becoming saturated with liquid fuel. If fuel is found in the carbon canister and FSA 13S04 has been completed on the vehicle, please inspect the vapor line connection to the FDM in addition to the normal diagnostics called out in the appropriate workshop manual.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR DECEMBER 2013

44343 2011-2013 F650/F750 with Diesel Engine, Diesel Exhaust Fluid (DEF) Level Gauge Improper Level Indication

An improperly filled DEF tank can result in erroneous DEF gauge indication if the DEF tank is filled past the recommended fill level. When this occurs the gauge may read in reverse indicating a low level of DEF fluid. Prior to performing any diagnostics or service, the DEF fluid level should be verified that the fluid level does not exceed the recommended fill level. Using a fuel type nozzle system with an automatic shutoff or containers that utilize a spout with a seal and an internal vent such as Motorcraft DEF or equivalent will prevent overfilling. It may be necessary to drain the DEF tank following the procedure in Workshop Manual 308-08 and refilling it to verify the proper level. It is important that the operator follow the DEF tank fill procedure in the Owner Guide.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR DECEMBER 2013

44326 Some Vehicles Could Exhibit Misfire Codes After Certain Repairs - Multiple Vehicle Lines

Some vehicles equipped with On Board Diagnostics (OBD) misfire monitor neutral profile learning capabilities may experience the MIL illuminating or flashing, accompanied by one or more engine misfire related codes(P030X). These faults can be a result of the crankshaft position sensor profile (MP_LRN) not being relearned after certain engine and transmission repairs have been performed. The MP_LRN data is no longer cleared with a KAM reset or battery disconnect. Repairs that can require relearning of the MP_LRN data with IDS include: crank sensor, trigger wheel, engine timing, crank pulley and any time the engine or transmission (including DPS6) is removed for service. From the IDS toolbox select "powertrain", then "service functions", then Misfire Monitor Neutral Profile Correction" and follow the on screen prompts.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR DECEMBER 2013

44332 Some 2013 F650/750 Vehicles Built From 7/29/2013 Through 10/28/2013 Equipped With Diesel Engine May Have An Inoperative Fuel Transfer Pump

Some 2013 F650/750 Diesel equipped vehicles built from 7/29/2013 through 10/28/2013 may have an inoperative fuel transfer pump. This may be due to connector C102C/ circuit 1818 WH/BK not being connected. If encountered, check that connector C102C/circuit 1818 WH/BK is connected to the generator W terminal as shown in the online wiring diagram. The circuit may be taped back to the vehicle harness. Torque the connection nut to 3 Nm (26.55 in lb) on 185 amp generators and 5 Nm (44 in lb) on 220/320 amp generators. Refer to the online wiring diagram for locations.