ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

SB-10055019-4099

44363 2012-2014 Focus, 2013-2014 Escape And C-Max - DTC P1594

Some 2012-2014 Focus, 2013-2014 Escape and C-Max vehicles may exhibit DTC P1594 stored in the Body Control Module (BCM). If there is a symptom of start-stall after vehicle is remote started (within 20 seconds) and P1594 is set in BCM with nn other codes, refer to WSM, Section 414-00, PPT for BCM DTC U1007. Confirm that BMS connections and sensor are functioning properly. Replacement of the BCM without clearing other DTCs may result in a repeat repair. Monitor OASIS for updates, please continue to submit GCR REPORTS.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

44384 2013-2014 Escape and 2013 Explorer, F150 - Intermittent Headlamp High Beam to Low Beam Transition

Some 2013-2014 Escape and 2013 Explorer, F150 units built on or before 06/15/2013 may experience an intermittent Headlamp High to Low Beam or Low Beam to High Beam transition concern. If this concern is present, replace only the affected HID 13008 Headlamp Housing.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR JANUARY 2014

44356 2012-2013 Focus and 2013 Escape built on or before 5/1/2013 - Check Engine Light - DTCs P2122, P2127 and/or P2138

Some 2012-2013 Focus and 2013 Escape vehicles built on or before 5/1/2013 may exhibit a check engine light with DTCs P2122, P2127, and/or P2138. This may be due to an improperly seated or damaged connector, C1035C, in the Battery Junction Box (BJB). After completing Pinpoint Test DK, remove connector C1035C and inspect for bent, pushed out, or spread pins including but not limited to the following circuit numbers/pin numbers: LE136(#18), LE137(#40), VE701(#22), VE702(#6), RE136 (#28), RE137(#9). Check the blue camlock for burrs or damaged teeth. Fully seat the camlock connector into place. Wiggle test C1035 wires while monitoring PIDs App1/App2 on IDS. If App1/App2 are stable, clear codes and retest for proper operation. If the DTC's reset, follow normal workshop manual diagnostics.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

44358 2014 F-Super Duty 6.7L Built On Or After 10/01/13 DTCs P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544 - EGT Sensor And Connector Replacement.

Some 2014 F-Super Duty vehicles equipped with a 6.7L Diesel engine and built on or after 10/01/2013 may exhibit DTCs P246F, P246E, P242A, P22FF, P2080, P2084, P242B, P2470, P2031, P0544. When diagnosing any of these DTCs, if normal PC/ED diagnostics lead to replacement of an EGT sensor, replace the sensor and the corresponding connector on the wire harness using pigtail kit (3U2Z-14S411-BXAB). During sensor/connector replacement do not disconnect the sensor from the main harness. Replace the sensor and connector as an assembly.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

44362 SVT RAPTOR - SHOCK ABSORBER WEEPAGE

Some 2010-2014 F-150 Raptor vehicles may have fluid present on the shock absorber shaft-to-body interface or wetness at the rear reservoir snap-ring. Shock weepage in this area is normal and component replacement for this condition should not occur. Shock absorber weepage will not cause any detrimental effect to the life of the shock absorbers or suspension. If shock absorber assembly is visibly or physically damaged or other suspension symptoms are present, proceed with Work Shop Manual (MSM) 204-00 diagnostics to resolve the concern. Replacement of shock assemblies due to weepage may be subject to warranty chargeback.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR JANUARY 2014

44357 6.7L DIESEL - CHASSIS CAB (ONLY) - Frequent Regen In High Humidity Conditions - Diagnostic Trouble Code P2459

Some 2011-2012 6.7L Diesel equipped Chassis Cab vehicles may exhibit frequent Diesel Particulate Filter (DPF) regeneration events when operated in high humidity, high load drive cycle conditions (typically pulling a trailer and/or going up a grade) and may also be accompanied by Diagnostic Trouble Code (DTC) P2459 stored in powertrain control module(PCM) memory. Follow updated diagnosis in PC/ED manual pinpoint test (PPT) RB24 through RB27. Advise the customer to follow all drive to clean exhaust messages on the message center, to use fuel with no higher than 20% biodiesel content and of conditions that may cause the DTC. Engineering is currently investigating via Quicker Service Fix (QSF). Submit Global Concern Reporting (GCR) VIN Information via PTS, Under contact us WEB page section. Monitor OASIS for future updates.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR JANUARY 2014

44373 2011-2014 Vehicles Equipped With The 6R80 Transmission - Misc Solenoid DTC Codes - Pinpoint Diagnostic Routine - Solenoid Contamination Inspection

Some 2011-2014 vehilces equipped with the 6R80 transmission that exhibit a solenoid DTC (actuator power short to ground) may be caused by contamination at the solenoid to lead frame connection. Follow the WSM Section 307-01pinpoint test (PPT) A1 procedures. If (PPT) A7 results indicate the resistance is out of specification, (PPT) A8 then requires removal of the mainn control and leadframe, recommend inspection the affected solenoid terminals for contamination of fine metal particles near solenoid terminal connection to leadframe. In many cases cleaning has been an affective way of alleviation the "short to groud/power condition. Reinstall main control fill and set trasmission fluid level, clear DTC's and roadtest.
Leadframe or solenoid should only be replaced if the DTC/condition returns.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

44351 3.5L and 3.7L Lower Engine Noise, Timing DTC's or Internal Engine Damage after Crank Pulley Removal.

When servicing a 3.5L or 3.7L that requires removal of the crankshaft pulley, it is important that the old crankshaft pulley bolt be discarded when removed and a new bolt installed due to being a torque to yield design. Please be sure to follow the torqueing procedure for the crank pulley bolt as outlined in Section 303-01 of the Workshop Manual (WSM). Failure to replace the bolt and/or properly torque can lead to lower engine noises (mostly knocking), engine timing issues with DTC's(e.g. P0016, p0019) and/or internal engine damage from a sheared crank pin. The only purpose of the pin on the crankshaft is to position the crank gear when timing the engine. It is the clamping force of the bolt and pulley against the crankshaft that holds the crank gear firmly in place.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

44348 6.0L Diesel Engine - Injection Pressure Regulator (IPR) contamination - Oil Cooler Seal Inspection

Some vehicles equipped with a 6.0L diesel engine may exhibit a lack of power, stalling and/or hard starting with or without a MIL and Diagnostic trouble codes (DTC) P2290, P2291 and/or P2284 due to a loss of Injection Control Pressure (ICP) in the high pressure oil system. This may be due to green-colored seal material contaminating the injection pressure regulator (IPR). During normal diagnostics, if green colored seal material is found on the IPR it is advised to remove the oil cooler and inspect the oil cooler cover seal for deterioration and also check the reservoir for further seal material. Ford factory and Ford remanufactured oil cooler cover seals are blue in color. Damage caused by faulty aftermarket components is not warrantable.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

44359 2013-2014 Loss Of Communication To The Climate Control Module

Some 2013-2014 Police Utility or Sedan units may exhibit an erratic climate control system and/or unable to communicate with the Heating Ventilation Air Conditioning (HVAC) Module over the network. This may be due to water contamination/corrosion to the wiring jumper connector C3403 on the Utility and C3379 on the Sedan located under the driver's seat. Prior to replacing any modules, please inspect this jumper connector for contamination. If found, remove the hard-shell and solder and heat shrink the network wires to eliminate exposure to moisture. Engineering is aware of this issue and is investigating. Please continue to monitor OASIS for the latest information.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

44381 2011-2014 - Gasoline Vehicles - Updated PC/ED Diagnostics to Address P013A or P013C

Pin Point Test (PPT) DW in the Powertrain Control/Emission Diagnostic (PC/ED) manual has recently been updated to reflect improved exhaust leak detection. Some 2011 - 2014 vehicles may exhibit a Malfunction Indicator Lamp illuminated with Diagnostic Trouble Code (DTC) P013A or P013C stored in the Powertrain Control Module (PCM). These DTC's are typically caused by very small exhaust leaks in close proximity to the Catalyst Monitor Sensors and/or further upstream. Leaks in the exhaust system will change the expected oxygen content readings to the PCM under certain conditions. Do not replace downstream Catalyst Monitor Sensors before performing the updated PPT diagnostics.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

44383 2009-2014 F150 4x4 Front Pinion Bearing Damage

If pinion bearing damage is noted during the repair of the Front Axle on 2009 - 2014 F150 4x4 units operated in severe cold climates. Use Motorcraft XY-75W85-QL Synthetic Hypoid Gear Lubricant upon reassembly and fluid fill. The lube will offer better pinion bearing lubrication in severe arctic conditions. Only a small number of units operated in the most severe climates will benefit from the using the synthetic lube. Do not replace the lube unless you have identified a concern with the pinion bearing.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

44354 2011-2013 Edge,Explorer,MKX,Taurus,MKS,MKT and Flex - 3.5L/3.7L (Ti-VCT) - Oil In The Air Intake System - Built On Or Before 3/31/2012

Some 2011-2013 Edge,Explorer,MKX and 2013 Taurus,MKS,MKT and Flex vehicles equipped with a 3.5L or 3.7L twin independent variable cam timing (Ti-VCT) engine built on or before 3/31/2012 may exhibit engine oil in the intake air system components. This may be caused by an accumulation of oil in the left hand valve cover baffle migrating through the fresh air intake of the positive crankcase ventilation (PCV) system. Oil on the air filter or oil at the Electronic Throttle body may also be observed. A new left hand valve cover (BR3Z-6582-M) has been released to resolve this concern. Residual oil in the intake air system components will not result in damage and can be removed using a clean rag. Use available service labor times for left hand valve cover replacement.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR JANUARY 2014

44355 3.5L and 3.7L Lower Engine Noise, Timing DTC's or Internal Engine Damage after Crank Pulley Removal.

When servicing a 3.5L or 3.7L that requires removal of the crankshaft pulley, it is important that the old crankshaft pulley bolt be discarded when removed and a new bolt installed due to being a torque to yield design. Please be sure to follow the torqueing procedure for the crank pulley bolt as outlined in Section 303-01 of the Workshop Manual (WSM). Failure to replace the bolt and/or properly torque can lead to lower engine noises (mostly knocking), engine timing issues with DTC's(e.g. P0016, p0019) and/or internal engine damage from a sheared crank pin. The only purpose of the pin on the crankshaft is to position the crank gear when timing the engine. It is the clamping force of the bolt and pulley against the crankshaft that holds the crank gear firmly in place.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

44385 2011-2014 F-Super Duty Equipped With 6.7L Diesel Engine - Diagnostic Trouble Code P054F - Engineering Is Investigating Via Quick Service Fix (QSF)

Some 2011-2014 F-Super Duty equipped with 6.7L Diesel engines may exhibit Malfunction Indicator Lamp (MIL) illuminated with Diagnostic Trouble Code (DTC) P054F stored in the Powertrain Control Module (PCM). This DTC may occur if vehicle is operating in cold ambient temperatures below 20F/-7C. If unable to determine root cause of DTC P054F after completing PCED Pin Point Test M Diagnostic Routines, do not replace Powertrain components (MAF sensor, AIS Filter, Fuel Injector Pressure Sensor). Clear the DTC and return vehicle to Customer. Note: This DTC will clear after the 4th drive cycle, if the monitor completes. Submit Global Concern Reporting (GCR) VIN Information in PTS, Under contact us WEB page section, click Report a Vehicle Concern. Monitor OASIS for future updates, Engineering is investigating via Quick Service Fix (QSF)

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

44382 2013-2014 Focus ST - 2.0L EcoBoost - Diagnostic Trouble Code (DTC) _26DB, P26 or P26DE

Some 2013-2014 Focus ST vehicles may exhibit DTCs P26DB, P26DD or P26DE. Refer to WSM, Section 303-12B, Description and Operation and Diagnosis and Testing. These DTCs will not illuminate a MIL. If DTC P26DE is present without a customer concern of changed, intermittent or lack of audible sound symposer tone, refer to Pinpoint Test C. Confirm symposer valve wiring connector C1720 is correctly fully seated and visually check the symposer valve flap for possible obstructions. NOTE: The symposer valve will be damaged if manually cycled. Confirm symposer function by observing flap while quickly increasing engine RPM from a steady 3000 to WOT, then back to idle. If symposer flap opens/closes quickly with engine RPM change, no repairs are recommended at this time. Continue to monitor OASIS for future updates.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR JANUARY 2014

44360 2013 C-Max, 2013-2014 Escape And Focus - Body Control Module Ground, DTC U3008:13

Some 2013 C-Max, 2013-2014 Focus vehicles built on or before 7/10/2013, 2013-2014 Escape vehicles built on or before 9/23/2013 may exhibit DTC U3008:13 in Body Control Module (BCM). If DTC present, a BCM ground issue exists and must be given priority over other DTCs-symptoms. A poor ground can cause low voltage to BCM, which could cause erratic, intermittent operation of several electrical components. Check ground circuits G107, G301 on Focus and C-Max, G103 and G200 on Escape. To verify integrity of ground circuits, use a suitable bulb to place load on circuits, measure voltage drop. With load present, manipulate wiring harness to check for intermittent fault. Repair circuit that drops greater than 0.3 volts and re-test. Check pin fit in all BCM connectors with a flex probe. BCM replacement will result in repeat repair if ground issue is left unresolved.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR JANUARY 2014

44387 2012 - 2014 Expedition and Navigator - P0128 - Coolant Temp Below Thermostat Regulating Temperature

Some 2012 through 2014 Expedition and Navigator vehicles may exhibit a Malfunction Indicator Light (MIL) with Diagnostic Trouble Code (DTC) P0128. If normal diagnostics leads to thermostat replacement, use new rubber coated thermostat part no. 7L3Z-8575-D.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

44352 2007-2014 Mustang Carbon Fiber Limited Slip Differential Normal Noise

2007-2014 MUSTANG GT500, 2011-14 MUSTANG GT equipped with BREMBO brake package, 2010 MUSTANG GT equipped with TRACKPACK, 2008-2009 BULLITT - limited slip differential normal characteristics. These vehicles are equipped with heavy duty/racing type carbon fiber clutches in the limited slip differentials. This type of limited slip differential may exhibit a chatter or moan/groan noise when making sharp low speed turns. These noises are a normal characteristic of the heavy duty/racing type limited slip differential. Note: Driving the vehicle in a tight figure eight pattern 5 times may lessen the complaint for a short period of time.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR JANUARY 2014

44371 2011-2014 F-250/F-350 4X4 Crew Cab/Regular Cab/Super Cab With 156" Wheelbase - Transfer Case Rear Output Seal Noise - Built On Or Before 01/06/2014

Some 2011-2014 F-250/F-350 4X4 Crew Cab/Regular Cab/Super Cab Vehicles with 156" Wheelbase (Transfer case with slip yoke rear output only) built on or before 01/06/2014 may exhibit customer symptom of squeal noise particularly noticeable on initial cold soak start up. Some wetness around rear output seal is considered normal from residual lubrication used during vehicle assembly. Vehicles with reported transfer case output seal leaks, please confirm seal leak before any seal is replaced. 1)Clean affected area so no signs of fluid are present. 2) Run vehicle for approx. 5 miles at 30-40mph. 3)Inspect for signs of leaks after drive. If no leak is present, changing seal is not required. If signs of a leak or cold noise repeats, follow Transfer Case Rear Seal replacement in workshop manual, Section 308-07B and use availble service labor times.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

44386 2013-2014 Multiple Vehicle Lines - 3.6/13171 SYNC MyTouch Screen Blank While In Transport Mode

Some 2013-2014 multiple vehicle lines with MyTouch v3.6/13171, may experience the MyTouch screen going blank while in Transport Mode. To identify if the vehicle is in Transport Mode, a message will display in the Instrument Cluster upon an initial key cycle, indicating the vehicle is in this mode. This condition may occur when the vehicle is shifted back into drive or park after a reverse maneuver. Prior to performing diagnostics, ensure vehicle is removed from transport mode (removing vehicles from transport mode should only be completed prior to customer delivery). If the concern is still present with the vehicle out of transport mode, follow normal WSM diagnostics, section 415-00.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

44372 All Flex Fuel (FF) Capable Vehicles - Various Concerns Related To Ethanol Content and FF Learning.

Vehicles that have Flex Fuel (FF) capability may exhibit concerns such as: intermittent long crank, no start, runs rough when cold with misfire DTC's and/or rich and lean DTC's. These concerns can be caused by the FF strategy not properly adjusting to the fuel blend in the tank, especially if the customer performs a cold start within 7 miles of refueling. Be sure to check the actual ethanol content of the fuel in the tank against the FF-INF% (flex fuel inferred%) and FF-LRN (flex fuel learned: yes/no) readings. These PIDS will help in understanding how the PCM is perceiving the fuel blend after a completed learn. Pinpoint test HC in the online PC/ED can be utilized to check the fuel delivery system, ethanol con tent and offer FF relearn direction. KAM reset to initiate an FF relearn should only be done using the IDS.