

**ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014**

SB-10055060-1930

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.

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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.

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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 available service labor times.

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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.

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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 content and offer FF relearn direction. KAM reset to initiate an FF relearn should only be done using the IDS.