

## **SB-10057727-8883**

### **ONLINE AUTOMOTIVE SERVICE INFORMATION FOR JULY 2014**

44657 2013 Fusion S and SE - Delayed Engine Cranking Or Delayed Starter Engagement -  
Built On Or Before 3/12/2013

Some Fusions equipped with an ignition key (non push-button start) built on or before 3/12/2013 may exhibit an intermittent delay in engine cranking or intermittent delay in starter engagement. The delay could vary from 2 to 4 seconds from when the key is turned to the Start position to actual starter engagement. To correct the concern, reprogram the Body Control Module (BCM) to the latest calibration using IDS release 91.01 and higher. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com). Use applicable 12651D labor operations in Section 10 of the SLTS Manual for the vehicle. This reprogram will not address any starting issues related to low battery voltage, or extended engine cranking concerns.

## ONLINE AUTOMOTIVE SERVICE INFORMATION FOR JULY 2014

44650 2013-2014 F-150 and F-Super Duty - Radio Can Be Turned On With Ignition Off and Door Open - Audio Extended Play Mode - Normal Operation

Some customers may notice that the radio can be turned on after the ignition is turned off and the door is opened. 2013-2014 F-150 and F-Super Duty vehicles with a 4.2" display or MyTouch are equipped with an Audio Extended Play Mode which allows the radio to be turned back on after other accessories have been turned off with the accessory delay feature. As long as the accessory delay feature is able to turn the radio and accessories off, it is normal operation for the radio to be turned back on using the audio power button on the FCIM. Reference section 415-00 of the workshop manual for the description and operation of the Audio Extended Play Mode.

## ONLINE AUTOMOTIVE SERVICE INFORMATION FOR JULY 2014

44648 2014 Navigator - Stone Colored Interior - Built On 1/20/2014 And Through 6/20/2014  
Instrument Panel Discoloration - Interior Trim Code TL

Some 2014 Navigator produced from 1/20/14 through 6/20/14 with Stone Colored interior may experience an instrument panel appearance concern described as discoloration. This concern is a time and temperature sensitive issue taking a variable amount of time and interior heat to manifest itself completely. Obtain locally or order online cleaner, such as LA's Totally Awesome Orange, ZEP FAST 505, or ZEP Heavy Duty Citrus Degreaser or an equivalent with a minimum pH level of 11. Use a clean white cotton cloth and spray the cleaner onto the cloth and thoroughly clean until all evidence of discoloration is removed. If the concern has not completely matured prior to cleaning the discoloration may return requiring cleaning again. This does not replace cleaning recommendations provided in the Owner's Guide but should be used to address this unique condition.

## ONLINE AUTOMOTIVE SERVICE INFORMATION FOR JULY 2014

44641 2013-14 C-MAX Energi and Fusion Energi - Fuel Door Sticking Closed

The fuel filler door on some 2013-14 C-MAX Energi and Fusion Energi vehicles may appear to stick closed or exhibit a delayed opening period. After pressing the fuel door release button on the center console, a delay of up to 15 seconds may be experienced before the fuel filler door latch is released and the door opens. This is normal system operation and no repairs should be attempted. Refer to the 'Fuel And Refueling' section of the owner guide for additional details.

## ONLINE AUTOMOTIVE SERVICE INFORMATION FOR JULY 2014

44658 2013-2014 Fusion/MKZ Not Equipped With A Sony Radio - Chimes Default To Instrument Cluster

Some 2013-2014 Fusion vehicles built on or before 9/11/2013, and MKZ vehicles built on or before 10/22/2013, that are not equipped with a Sony branded radio may exhibit a concern of chimes intermittently emitting from the instrument cluster instead of the audio system after a cold start. Affected chimes may include parking aid, door ajar, and/or parking brake. To correct the concern, reprogram the Audio Control Module (ACM) to the latest level using IDS version 91.03 or higher. Use applicable 12651D labor operations in section 10 of the SLTS manual.

## ONLINE AUTOMOTIVE SERVICE INFORMATION FOR JULY 2014

44659 2015 F-Super Duty Built On Or Before 06/26/2014 With Sirius Satellite Radio - Intermittent Audio Control Module Functions During Sirius Satellite Updates

Some 2015 F-Super Duty vehicles built on or before 06/26/2014 and equipped with Sirius satellite radios may exhibit any of the following symptoms, during a Sirius satellite radio update: Radio will not turn-on/No Audio after key re-start, Display message stating Sirius update while the 203 mm (8-inch) touchscreen freezes, CD will not eject with message saying No Disk and intermittently the 203 mm (8-inch) touchscreen locks-up during SIRIUS satellite radio updates. To correct the condition reprogram Audio Control Module (ACM) to latest calibration using IDS release 91.03 and higher. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com). For warranty claiming use causal part 19C107, and applicable 12651D labor operation(s) in Section 10 of the SLTS Manual for the vehicle.

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## ONLINE AUTOMOTIVE SERVICE INFORMATION FOR JULY 2014

44644 2015 Lincoln MKC - Low Headlamp Aim

Some 2015 Lincoln MKC vehicles built prior to 6/11/14 may exhibit low headlamp aim. If a vehicle exhibits this condition, refer to Workshop Manual Section 417-01 for the adjustment procedure. Make sure that the headlamps are in the low beam setting when performing this procedure. Use available service labor times.

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## ONLINE AUTOMOTIVE SERVICE INFORMATION FOR JULY 2014

44651 2011 - 2014 F150 Rear View Camera Inoperative

Some 2011 - 2014 F150 equipped with a rear camera may have an inoperative rear camera due to improper reconnection of connector C4000 after a tailgate service repair or Spray-in Bedliner installation. Before beginning normal diagnosis check to see if the tailgate was recently removed for a service repair or a spray-in bedliner installation. If the tailgate was recently removed check connector C4000 to verify it was properly reconnected before starting normal diagnosis.



## ONLINE AUTOMOTIVE SERVICE INFORMATION FOR JULY 2014

44629 Service Procedure Update - 2011-2015 F-Super Duty - 6.7L Diesel - Diagnostic Trouble Code (DTC) P207F - Pin Point Test (PPT) Updated Procedure

When diagnosing/repairing the Select Catalyst Reduction (SCR) system and Diesel Exhaust Fluid (DEF) for DTC P207F on 2011-2015 F-Super Duty vehicles, use the online version of the PC/ED Manual. The online PC/ED Pinpoint test RD has been updated to include updated diagnostics for DTC P207F. 2011-2012 vehicles have different diagnostic updates compared to 2013-2015 vehicles due to the additional NOx sensor on the 2013-2015 vehicles.

## ONLINE AUTOMOTIVE SERVICE INFORMATION FOR JULY 2014

44660 2013 Fusion/MKZ Hybrid - Rich Condition With Long Fuel Trims -15% Or Less - After Safety Recall 13S04

Some 2013 Fusion/MKZ Hybrid vehicles may exhibit a rich condition indicated by very low long fuel trim (LONGFT1) readings, typically -15% or less. For vehicles which have had safety recall 13S04 performed, this condition may be caused by installation of an incorrect fuel delivery module during that service event. It may be necessary to determine which part was installed in the vehicle, and compare against the fuel delivery module cross reference chart in the safety recall bulletin. Safety recall 13S04 is available for reference on PTS.

## ONLINE AUTOMOTIVE SERVICE INFORMATION FOR JULY 2014

44656 2013-2014 Fusion/MKZ - Blind Spot Indicator System (BLIS) With Cross-traffic Alert (CTA) - Fault With Side Object Detection (SOD) DTC U0401 And/Or U0402

Some 2013-2014 Fusion/MKZ vehicles may exhibit an intermittent Blind Spot or Cross Traffic Alert system fault with DTCs U0401 and/or U0402 present in one or both SOD modules. U0401 or U0402 are common DTCs in the SOD modules and should only be addressed if there is a BLIS/CTA customer complaint. If other DTCs exist in the SOD modules, they must be corrected first by referencing WSM 419-04. If DTCs U0401 and U0402 are also found in other modules, refer to WSM section 418-00. If only U0401 or U0402 are present in one or both SOD modules, reprogram both SODs to the latest calibration using IDS version 91.03 and higher. The reprogram will not remedy SOD module DTCs other than a U0401 and/or U0402 and it will not these DTCs in other modules. Use applicable 12651D labor operations in section 10 of the SLTS manual.

## ONLINE AUTOMOTIVE SERVICE INFORMATION FOR JULY 2014

44642 2015 Transit Remote Keyless Entry and Interior Lights Inoperable until Transport Mode Exited

2015 Transit vehicles are delivered in Transport Mode which prevents the Remote Keyless Entry (RKE) and interior light(s) from functioning with the ignition key off (only functional with engine running). 2015 Transits equipped with low level instrument clusters do not display the Transport mode status in the message center. If RKE and interior lights only work with the engine running, the vehicle is still in Transport Mode. Refer to Work Shop Manual, Section 419-10 for the process to exit Transport mode, which will allow normal RKE and dome lamp operation.

## ONLINE AUTOMOTIVE SERVICE INFORMATION FOR JULY 2014

44643 2015 Lincoln MKC - Power Steering Control Module (PSCM) - False DTC U0159

Some 2015 Lincoln MKC vehicles equipped with active park assist may generate a false DTC U0159 for the Power Steering Control Module (PSCM) during delivery of the vehicle at the dealership. This DTC has no impact on the function of the active park assist or steering system. Do not perform any service actions for PSCM U0159 unless the following is present: 1) A DTC is present in the Park Assist Module (PAM). 2) The scan tool indicates the PAM is not responding. 3) The customer reports an issue with the park assist function. If any of the above are true refer to Section 413-13C of the Workshop manual to resolve the DTC/issue with the PAM. Once the DTC/issue with the PAM has been resolved clear codes in the PSCM and verify the U0159 is no longer present. If it is still present, refer to WSM section 211-02 for diagnostics.