

ONLINE AUTOMOTIVE INFORMATION SERVICE INFORMATION FOR SEPTEMBER 2015

Message Number	Text
45325	Some 2016 E-Series E450 Cutaways and Stripped Chassis stretched vehicles equipped with a 6.8L engine and 6R140 transmission may exhibit a vibration and moan at 55 MPH to 65 MPH under load. Engineering is currently investigating this condition and is developing a service repair procedure to be available shortly. Do not attempt repair or replacement of components at this time. Monitor QVM and OASIS bulletins for updates.
45326	Some 2013-2016 C-Max/2012-2016 Focus vehicles equipped with My Ford Touch may exhibit difficulty inserting/ejecting a CD. Prior to following normal diagnostics, check for misalignment of the CD player to instrument panel center middle trim panel. Refer to WSM, Section 501-12 for removal and installation. Attempt to insert/eject the CD while the panel is removed. If the CD now inserts/ejects, realign the Audio Front Control Module(ACM) as needed for proper alignment and don't replace the ACM. If the CD does not insert follow normal WSM diagnostics. If the CD does not eject with the front panel removed, reset the ACM by disconnecting ACM connectors, wait 10 seconds, reconnect the ACM connectors and attempt CD removal. If CD does not eject follow normal WSM diagnostics. Use applicable labor ops from Section 11 of the SLTS manual.
45329	Some 2015 Navigator vehicles equipped with Adaptive Headlamps may exhibit the feature to be inoperative with no Diagnostic Trouble Codes (DTCs). To correct the concern, update the Headlamp Control Module to the latest calibration using IDS version 97.01 or higher. Make sure you are connected to the internet when entering module programming to guarantee you are receiving the latest updates. Use applicable 12651D labor operations from section 10 of the SLTS manual, and use 13K198 as the causal part.
45335	2012-2016 Escape, Fusion, Explorer, 2012-2015 Edge, 2013-2016 MKZ 2015-2016 MKC, 2016 MKX - has a new transfer case → power transfer unit (PTU) service replacement seal, part number CV6Z-7H426-B. New service tool 308-941 → seal installer is required to install the new seal and to prevent any damage to the seal. Service tool 308-941 was shipped to dealers starting 8/31/15. Work Shop Manual (WSM), Section 308-07B, Transfer case → Power Transfer Unit (PTU) cover / intermediate shaft seal replacement, will be updated to reflect the new seal installation tool. The new tool accommodates the seal change that has a step feature for better sealing characteristics.
45336	Some 2015 Edge, F150, Mustang and 2016 Explorer and MKX vehicles may exhibit a concern where the TPMS sensors are difficult to train when using the ATEQ VT30 or VT55 TPMS Diagnostic Tool. Ensure the TPMS Diagnostic Tool is at the latest calibration level. Follow the instructions provided with the tool to update to the latest calibration level. Position the tool at the tire sidewall near the valve stem. Place the tool at a 45 degree angle to the rim face. Do not place the tool on the valve stem. Multiple attempts may be required to train the TPMS sensors. If a sensor does not respond to the tool move the vehicle to rotate the wheels at least one-fourth of a turn and attempt to activate the same sensor again. If the sensor still does not respond, attempt to train the sensor with the vehicle doors open. Engineering is investigating this concern.
45338	Some 2016 Expedition vehicle Built On Or After 07/27/2015 Through 08/03/2015 may exhibit the rear parking aid video camera display not displaying the fixed guidelines. If encountered the camera will need to be configured through the BCM (Body Control Module) using IDS (Integrated Diagnostic System). Perform PMI (programmable module installation) procedure for the BCM located in section 419-10 of the workshop manual.

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45339	<p>Some 2016 MKCs built on or before 8/25/2015, or 2016 MKX vehicles built on or before 8/31/2015 equipped with a Telematics Control Unit (TCU) may exhibit a MyLincoln Mobile App that is unable to connect to the vehicle with DTC(s) U2100 and/or U2101 present in the TCU. To correct the concern, program the TCU to the latest calibration using IDS version 96.05 or higher. Use applicable labor operations from Section 10 of the SLTS Manual and causal part 19A387. To determine if the vehicle is equipped with a TCU, refer to the window sticker which can be accessed through HVBOM. The window sticker will refer to the TCU as an Embedded Modem and is only included in the Reserve or Black Label equipment groups.</p>
45340	<p>Some 2016 MKZs built on or before 8/6/2015 equipped with a Telematics Control Unit (TCU) may exhibit a MyLincoln Mobile App that is unable to connect to the vehicle with DTC(s) U2100 and/or U2101 present in the TCU, or a battery draw that can be isolated to the TCU with or without DTCs U2100 or U2101 present. To correct the concern, program the TCU to the latest calibration using IDS version 96.05 or higher. Use applicable labor operations from Section 10 of the SLTS Manual and causal part 19A387. To determine if the vehicle is equipped with a TCU, refer to the window sticker which can be accessed through HVBOM. The window sticker will refer to the TCU as an Embedded Modem and is only included in the Reserve or Black Label equipment groups.</p>
45347	<p>Some 2016 Ford Explorer vehicles equipped with Sony Audio Digital Signal Processing (DSP) module may not communicate during the network test or complete the PMI with the IDS tool. Engineering is currently investigating this concern. Since this may be caused by multiple factors it is recommended to follow normal workshop manual diagnostics at this time. However, do not replace any components if clear root cause cannot be determined. Continue to monitor OASIS which will be updated with status on this investigation.</p>
45348	<p>Some 2013-2016 F-Super Duty may exhibit an instrument panel surface that has become tacky or sticky during normal vehicle use. To help in correcting this condition, it is recommended to use the following products: Obtain locally or order online cleaners, 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 tackiness or stickiness is removed. This does not replace cleaning recommendations provided in the Owner's Guide but should be used to address this unique condition(s).</p>
45349	<p>Some 2013-2016 F-Super Duty vehicles equipped with a 6.2L or 6.8L 3V engine may experience premature automatic shut off of the fuel fill nozzle. This may include box delete vehicles that have been upfitted with aftermarket utility bodies or vehicles operated in muddy/dusty environments that may encounter a dirt clogged carbon canister system. To correct this condition a newly developed service kit has been released. Part number 9C3Z-9049-A. Note: In addition to the kit, replace canister(Base 9D653), Fuel Cap(9030) and Filler Pipe(Base 9B149) Follow Ford Catalog advantage for the correct replacement part(s) and fleet/upfitted vehicles Quality Bulletin Modifier (QVM) Bulletin#Q-181. Refer to HTTPS://www.fleet.ford.com/ website, click on Truck Body Builder Advisory Service link and bulletins. Follow warranty policy manual for coverage.</p>
45350	<p>Some 2015-2016 F-Super Duty vehicles equipped with a 6.7L diesel engine built on or after 2/1/2015 may experience various Diagnostic Trouble Codes (DTCs) for certain Exhaust Gas Temperature Sensor (EGT) conditions. Certain DTCs may result in secondary DTCs being present. Service Tip: If DTCs P0544 and P2031 are present together, please diagnose and repair only DTC P0544. If DTCs P242A and P246E are present together only diagnose and repair DTC P242A. Refer to Powertrain Control Emissions Diagnostics (PCED) pinpoint test (PPT) RC for diagnostic and repairs.</p>

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45358	Some 2013-2016 Fusion Hybrid/MKZ Hybrid/CMAX Hybrid vehicles may exhibit a U3000:04 DTC in the Battery Energy Control Module (BECM) that clears, but may return after a short time. This code is a commonly set DTC in the BECM and can be disregarded. Diagnose all other DTCs first. If no other DTCs are present no further action or repair is necessary. As stated in the Workshop Manual, Section 414-03, this DTC does not affect system operation and does not illuminate a warning indicator.
45359	Some 2016 MKC vehicles built on or before 7/22/2015 may exhibit inoperative Approach Detection/Welcome Mat lighting. Reprogram the Body Control Module (BCM) to the latest calibration using IDS release 97.02 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com . Use causal part 10C652 and use applicable 12651D labor operations in section 10 of the SLTS manual.
45366	Some 2013-2014 Fusions built on or before 3/3/2014 equipped with a rear parking aid camera may exhibit a battery draw, an engine that will not crank unless the battery is disconnected and reconnected, or an inoperative rear parking aid camera with possible DTC B115E. DTCs P06B8 and/or P062C may also be present and not clear until the battery is disconnected. This may be due to an improperly controlled PCM power relay due to water intrusion in the rear camera connector. Check for water intrusion at the camera connector. Leave the connector disconnected and see if the battery draw, no crank, run-on, P062C or P06B8 is resolved. If concern is resolved or moisture is found, replace the camera and install a new camera harness DS7Z-13412-B. Use applicable labor operations from Section 11 of the SLTS manual.
45367	Some 2015 Edge, F150, Mustang and 2016 Explorer and MKX vehicles may exhibit a concern where the TPMS sensors are difficult to train when using the ATEQ VT30 TPMS Diagnostic Tool (Rotunda Tool# 204-D081). A new software update to the TPMS Tool is available to resolve this concern. Update the TPMS Diagnostic Tool to software version EA1-11-00 or higher following the instructions provided with the tool. The instruction manual can also be downloaded from ATEQ's website (www.ateq-tpms.com). If further TPMS programming issues are encountered, please refer to the TPMS job aid on the PTS website.
45370	Some 2015-2016 Transit 3.2L diesel equipped vehicles may exhibit the MIL Illuminated with DTC P204F. The DTC P204F on the Transit 3.2L diesel equipped vehicles is an informational DTC and is set only if DTCs are present in the Reductant Dosing Control Module (RDCM), also referenced as a Dosage Control Unit (DCU) in the PC/ED. Any DTCs present in the RDCM will need to be diagnosed, repaired, and cleared before DTC P204F will clear from PCM DTCS. If Diesel Exhaust Fluid System warning message is visible in the Instrument Cluster (IC) or Message Center after resolving DTCs, perform the Exhaust Fluid System Fault Procedure Drive Cycle procedure referenced in PC/ED Description and Operation-Section 2- Diagnostic Methods. A correction to the PC/ED manual is under development to clarify module name and DTC description.
45371	Some 2008 Mark LT, 2008-2010 F-150, 2008-2011 Crown Victoria, Grand Marquis, Town Car, and 2008-2014 E-Series vehicles equipped with a 4R75E transmission may exhibit an illuminated Overdrive Off indicator, and/or slipping in 3rd gear and/or no 4th gear, and/or DTCs P0733 and/or P0734. These conditions may be due to a direct clutch failure. The parts required to repair this condition are now available in a new direct clutch kit, which includes a direct clutch hub. Order kit part number 9L3Z-7F283-A. Refer to published Service Labor Time Standards.
45372	Some 2014-2015 Escape, 2013-2016 C-MAX, 2014 Focus and 2015 Focus vehicles built on or before 1/26/2015 equipped with a Front Control Display Interface Module (FCDIM) may exhibit a concern where the time on the clock display cannot be adjusted. To adjust the clock display, first set the date in the FCDIM which will then allow the clock display to be set.

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45376	Some 2016 Transit Connect vehicles equipped with the 2.5L engine may have difficulty gaining security access to the PATS menu, using IDS. Security access may fail due to "low battery voltage detected". If the actual battery state of charge is above 12 volts, disregard this message and update your IDS to 97.02. Rerun the application to gain security access.
45379	Some 2013-2014 F-150 vehicles may exhibit increased brake pedal travel. Refer to the Workshop Manual (WSM), Section 206-00 for normal leak diagnosis. If no external leaks are visible, inspect for the presence of brake fluid inside the brake booster. The WSM is currently being updated.