

SB-10058186-5904

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR MARCH 2015

45028 SSM 45028: Figo & Classic / Ikon Ignition Key Stuck

Some Figo and Classic vehicles built before 21-Nov-2014 may have a concern where the ignition key will not turn inside the ignition cylinder assembly. The service parts have been updated (there is no part number change) with improved parts to correct this condition. To replace the Ignition Lock Cylinder Assembly, Technicians are advised to refer to the Workshop Manual (WSM) Section: 501-14 Handles, Locks, Latches and Entry Systems, Removal and Installation, Ignition Lock Cylinder. Please use available Global Service Labour Time Standards when making a claim for this repair.

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SB-10058181-8682

45026 2011-2015 F-Super Duty - Body Cab And/Or Pick-Up Bed Leans To One Side

Some 2011-2015 F-Super Duty vehicles may exhibit a customer complaint of body cab and/or pick-up bed leans to one side. This optical difference may be normal body architecture of vehicle and may be affected by vehicle loading. If a customer complaint of body cab and/or pick-up bed lean is identified, refer to updated diagnostic and repair detail in Professional Technician Society (PTS) Workshop Manual (WSM), Section 204-00. Failure to use the updated diagnostics may lead to incorrect repairs. Make sure no aftermarket components or equipment are affecting the vehicle's body/suspension prior to evaluation or repair. If aftermarket components are found, the vehicle's body/chassis must be returned to original specifications before attempting any repair.

SB-10058182-8219

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45023 2015 Transit - 3.2L Duratorq-TDCi - DTC P2539 Setting When Key-On-Engine-Off (KOEO) Self Test Is Performed - Built On Or After 3/6/2015

Some 2015 Transit vehicles equipped with a 3.2L Duratorq-TDCi engine built on or after 3/6/2015 may set DTC P2539 (low pressure fuel system sensor circuit) when the Key-On-Engine-Off (KOEO) self-test is performed. Ignore DTC P2539 if no other DTCs are set. Engineering is investigating.

SB-10058183-6170

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45020 2014, 2015 Transit Connect - Air Conditioning Performance

Some 2014, 2015 Transit Connect vehicles built on or before 11/7/2014 may exhibit poor air conditioning performance and/or inaccurate airflow through the vents. Check the Recirculation Door connector C289 and Defrost Door connector C232 for potentially being swapped. Compare the wiring colors in the connector to the Wiring Diagram.

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45019 2015 Transit Rear Clunk, Squeak, or Rattle Type Noise Occuring Over Bumps And/Or When Turning

Some 2015 Transit vehicles may exhibit a clunk, squeak, or rattle type noise from the rear of the vehicle over bumps and/or when turning. Engineering is investigating the concern and is in the process of evaluating a revised torque specification to address the concern. If a vehicle exhibits this condition, tighten rear stabilizer link lower nut → W520114-S442 (between link and swaybar) to 82 lb.t. (110Nm). Please submit a Global Concern Report if a noise concern is isolated to this area but not resolved by tightening to this revised specification.

SB-10058185-4733

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45018 2011-2015 F-150 Vehicles- Uncommanded Blower Motor Speed Change Or Recirculation
Door Movement

Some 2011-2015 F-150 vehicles may experience uncommanded recirculation door movement or have a perceived uncommanded blower motor speed change. Incoming air may be automatically recirculated in some instances in order to improve vehicle warm-up time in cold conditions or cool-down time in hot conditions.

You may not change in the blower motor sound between recirculated mode and other airflow modes. This is a normal climate control strategy in both manual and automatic modes. See the Owners Manual for more information.

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45011 2015 Mustang 2.3L GTDI With Manual Transmission Misfire DTCs P030x and P0316

2015 Mustangs equipped with 2.3L Gasoline Turbocharged Direct Injection(GTDI) and manual transmission may exhibit Diagnostic Trouble Codes P0300, P030x or P0316 stored in Powertrain Control Module memory. If unable to determine root cause of concern after performing Powertrain Control and Emissions Manual(PCED) Pin Point Test HD do not attempt additional repairs. Clear DTCs and return vehicle to customer. Engineering is investigating this concern. Monitor OASIS for future updates.

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45010 2015 Mustang Convertible Top Tonneau Caps Availability

2015 Mustangs with convertible top were to include in the vehicle two Convertible Tonneau Caps as shown in the Owner Guide. These parts will not be available until approximately 4/15/2015. Sold units will have these parts sent directly to the customer. Dealers will be shipped these parts for stock units.

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45009 2003-2010 - Vehicles Equipped With 6.0L Or 4.5L Diesel Engines - Damage To The Injector Pressure Regulator (IPR) Screen

Some vehicles equipped with a 6.0L or 4.5L diesel engine may experience an IPR failure caused by damage to the screen. Damage to the IPR screen is a result of debris that has bypassed the oil inlet strainer screen under the oil cooler and/or a result of debris left in the oil feed passage to the High Pressure Pump (HPP) from a previous repair. Damage to the IPR screen is not caused by a defect in the IPR. If a hole is found in the IPR screen, the oil cooler and the HPP must be removed so the reservoir and oil feed passage to the HPP can be cleaned. It is critical to ensure that all oil and debris are removed from the oil cooler reservoir prior to removing the oil cooler screen. It is also necessary to inspect the oil pump inlet strainer screen for damage prior to oil cooler replacement and replace the screen if it is damaged.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR MARCH 2015

45007 2015 Expedition, Navigator, F150 With MY FORD TOUCH Or MY LINCOLN TOUCH -
Climate Controlled Seat Buttons - Improper Operation

Some 2015 Expedition, Navigator, and F150 vehicles built with MFT or MLT and Climate Controlled Seats (CCS) may have a concern of unintended CCS operation while operating another mode on the 8+ touch screen or while using any climate control buttons in the Front Controls Interface Module. This symptom usually occurs if a touch screen CCS button is initially pushed and another button is pressed simultaneously. This may also occur if the operator touches another area of the touch screen in conjunction with the CCS buttons. To exit from this state the user needs to touch another one of the CCS buttons without touching another location on the touch screen or dragging their finger upon release. Engineering is currently investigating this concern. No other repairs should be attempted at this time. Monitor OASIS for future updates.

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45004 2015 F-150 - Safety Belt Retractor Webbing Does Not Extract From Stowed Position

Some 2015 F-150 vehicles may have a concern where the safety belt retractor webbing does not extract from the stowed position. This may be due to a normal condition which happens when the seatbelt retracts at a high rate of speed.

To release the seat belt: 1. Slowly extract the seat belt webbing to tighten the roll on the retractor. Only a few millimeters are required to release the locked retractor.
2. Allow the extracted webbing to retract and the locked condition will release.
By following these instructions the webbing will once again extract freely.
If a safety belt concern still exists, refer to Workshop Manual (WSM), Section 501-20A for normal diagnostics.

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45003 2012-2013 F-650/750 Cummins With Fault Codes 555 and 556

Some 2012-2013 F-650/750 with a Cummins Diesel Engine may set fault codes 555 and 556 for high crankcase pressure. Reference Cummins TSB140117 on Cummins QuickServe Online and inspect the connection point between the turbocharger inlet and clean air intake hose. The hose clamp may have been improperly torqued during assembly. If an improper connection is found, replace the intake tube and torque the hose clamp to 9 Nm (80 in-lbs). After the connection point has been inspected, follow Cummins published troubleshooting guidelines for fault codes 555 and 556. Reference Cummins TSB070007 which outlines the step by step repair instructions for an engine with dust/debris ingestion. If the dust/debris ingestion condition is found, the repair and related damage is eligible for reimbursement through Ford warranty. Use causal base part number 9B613.

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44998 2012-2015 F650 - Equipped With 6.8L Gas Engine, 6R140 Transmission and a PTO - Rattle or Chatter Noise With PTO Disengaged

Some 2012-2015 F650 vehicles equipped with a 6.8L V-10 gas engine and 6R140 transmission may exhibit a noise upon installation of a PTO. The noise (rattle, chatter, etc.) only occurs when the PTO is not engaged and goes away with increased engine speed. The noise does not indicate a problem with the PTO or the transmission. It is the result of the engine firing pulses being transferred into the PTO geartrain. The noise will vary between truck chassis, engines, transmissions and PTO manufacturer's due to the stiffness of the system's as well as the variation in the components. It does not affect the performance or durability of the truck or the PTO. This is a normal PTO characteristic and repairs should not be attempted.

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44997 2009-2013 and 2015 F-650 and F-750 - Invalid Diagnostic Trouble Codes

Some 2009 to 2013 and 2015 F-650 and F-750 vehicles may have communication code U0100:00 in the Instrument Cluster and communication codes U0401:68 and U0401:82 in the Heating Ventilation and Air Conditioning (HVAC) module. These codes are a result of the differences in the Cummins powertrain and Ford Body and Chassis Electronic (BCE) module systems and they can be ignored.

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44996 2013-2015 F-150, Expedition, Navigator, and Transit- 3.5L GTDI popping sound on cold startup

Some 2013-2015 F-150, Expedition, Navigator, and Transit vehicles equipped with a 3.5L GTDI engine may exhibit a popping sound on cold startup that can be isolated to the Charge Air Cooler (CAC) system or air intake area. The Powertrain Control Module (PCM) will open the turbocharger bypass valve during cold engine start-up. After about 30 seconds, the valve closes, which may result in a popping sound. This noise is considered normal operation and no repairs should be attempted to resolve this condition. For further information, refer to Workshop Manual, section, 303-00, Engine NVH and Section 303-14, Description and Operation.

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44986 2008-2012 Escape/Mariner - With DTC B2278 In Power Steering Control Module (PSCM) - Steering Column Replacement Is Not Required

Some 2008-2012 Escape/Mariner vehicles may exhibit DTC B2278 stored in the PSCM. When this DTC is present the torque sensor must be replaced. Torque sensor part number CL8Z-3F818-A is a serviceable component and the steering column assembly does not require replacement. The WSM is currently being updated to include the removal and installation procedure and enhanced diagnosis and testing section. This is expected to be complete by early April 2015. In the meantime, the removal and installation instructions are included with new torque sensor kits and it is also available in Attachment III technical instructions of safety recall 14S05. In addition it is also recommended to review the torque sensor installation video located under Service Tips on PTS. Please continue to monitor OASIS for updates.

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44980 2015 F-150 Vehicles - Factory Mode Enable Feature Using IDS

Some 2015 F-150 vehicles may be delivered with Factory Mode displayed on the Instrument Cluster. To correct the concern, IDS release 94.01 and later will provide the ability reconfigure a unit into Transport Mode from Factory Mode. This is done by following the steps using IDS. Open a new IDS session and go to Module Programming > Programmable Parameters > Personality > Transport Mode > Enable/Disable. Select Enable. Then select Disable for any Programmable Parameters that have a question mark. Click the tick mark to configure. Close the IDS session once it has completed. The Transport Mode is disabled after 201 km (125 Miles). Additionally, for units removed from Transport mode before customer delivery, the IDS will allow you to configure the unit back into Transport Mode to reduce battery drain while in Dealer stock.

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44976 2015 F-150 - False Indication Of Trailer Battery Charging Circuit Concern With Trailer Brake Simulator

2015 F-150 vehicles may appear to have an inoperative trailer battery charging circuit at the 7-pin trailer connector. The trailer battery charging circuit will only supply power to pin 5 of the 7-pin trailer wiring harness connector when an actual trailer is connected. Checking for voltage without a trailer connected or when using a trailer simulator may falsely indicate a concern with the trailer battery charging circuit. It is recommended to use a known good trailer when diagnosing the trailer brake charging circuit. The ignition switch should be off prior to plugging in a trailer. This concern is currently under investigation.

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44964 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.

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44960 2015 Transit High Roof Bus/Wagon Vehicles Headliner That Does Not Stay Seated

Some 2015 Transit High Roof Bus/Wagon vehicles may have a headliner that does not stay seated at the C and/or C and half pillar hard trim. This concern is currently under investigation by engineering. Do not attempt repairs at this time. Monitor OASIS for updates to this concern. Note: Headliner retention in these areas is intentionally delicate to allow for proper air curtain deployment - visual inspection is adequate for this condition, while physical tugging or prying may damage an otherwise acceptable connection.