

**ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM  
FOR MARCH 2016**

45681	2016 Transit vehicles with dual sliding side doors are intentionally equipped with a grab handle on the passenger side b-pillar but no grab handle on the driver side b-pillar and is not a mis-built condition.
45683	Some 2015-2016 MKC vehicles equipped with memory mirrors built on or before 12/7/2015 may experience a ratcheting/clicking noise from the exterior mirror(s)/glass when one or more of the following actions occur: vehicle unlocked, vehicle first started, memory mirror buttons activated or when power fold mirrors are operated. Reprogram the driver door module (DDM) and/or passenger door module (PDM) with latest calibration using IDS release 99.03 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 <a href="http://www.motorcraftservice.com">www.motorcraftservice.com</a> . Use causal part 14B291 and refer to section 10 body/chassis/electrical in the SLTS manual for applicable labor operations.
45684	The EV Range being displayed after fully charging a 2012-2016 Focus Electric, 2013-2016 C-MAX Energi or 2013-2016 Fusion Energi may vary after each charging event. A variation of EV range does not indicate a battery or charging concern. EV range is similar to the Distance To Empty indication on a gasoline vehicle and the EV range will vary with vehicle operating conditions. Conditions that impact EV driving range include: cooler outside temperature, terrain, driving style, city or highway driving, tire pressure, and use of accessories. Low roll resistance tires are what we put on the vehicles. If the customer replaces the tires with a more aggressive tread the range will suffer. Using the cabin heater and A/C, which are electric, will also decrease EV range. To temporarily remove the impact of driving/climate history, reset the Lifetime Summary or Driving History by using the Settings menu on the left side of the instrument cluster, under Display.
45685	Some 2015-2016 F-150 vehicles built on or before 9/24/2015 may exhibit a drift, pull, and/or wander concern. To address the concern, reprogram the Power Steering Control Module (PSCM) to the latest level using IDS version 99.03 or higher and attempt to re-verify the customer concern. If the customer concern is still present, then continue with normal WSM diagnostics. The updated calibration has improvements to the Electronic Power Assist Steering (EPAS) compensation. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at <a href="http://www.motorcraftservice.com">www.motorcraftservice.com</a> . Use causal component 3504 and applicable 3504E labor operations from Section 3 of the SLTS manual for reprogram only.
45687	2015 and 2016 Shelby GT350 and GT350R vehicles require installation of the 3 piece front splitter on GT350 and 1 piece front splitter on the GT350R models during Pre-Delivery Inspection (PDI). Installation instructions can be found on the Professional Technician Society (PTS) website under the PDI tab for each of the models. There is also a link within the instructions for each of the vehicles to a video depicting the installation. Failure to properly install the splitter could result in damage to the splitter or other components during operation of the vehicle.
45688	Some 2016 Transit Connect vehicles equipped with SYNC and 4.2-inch (107 mm) non-touchscreen FCDIM (Front Control/Display Interface Module) may exhibit a concern in which the Radio A.M. function changes to F.M. when selected and/or the Satellite Radio display shows "not equipped". Engineering is currently investigating this concern. Replacing the FCDIM will not fix this concern at this time. Continue to monitor OASIS for updates.
45689	Some 2015-2016 Fiesta vehicles equipped with a 1.6L engine and built on 1/9/2015 and through 12/4/2015 may exhibit insufficient A/C cooling after engine RPM changes. A/C cooling may return after switching the A/C off and back on. This may be due to an internal leak path in compressor that allows pressure to fluctuate. To correct the condition replace the A/C compressor (19703). Refer to Workshop Manual, Section 412-00. Use applicable labor operations from section 11 of the service labor time standard (SLTS) manual.
45690	Some 2012-2014 Edge/MKX vehicles may exhibit a condition where the climate control temperature is stuck in the full hot or full cold position. Diagnostic trouble codes (DTCs) B1081, B1082, B1083, B1086, B11E5, B11E6, and/or B11E7 may or may not be present in the heating ventilation air conditioning (HVAC) module. To resolve the issue, perform an on demand self-test on the HVAC module and clear any DTCs that may be present. For warranty claiming use causal part number 19980 and applicable labor operation from Section 10 of the Service Labor Time Standards (SLTS) Manual. Replacement of the blend door actuator is not needed to repair this concern. Engineering is currently investigating this concern. Continue to monitor OASIS for updates.

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45691	Some 2013-2016 Focus Electric, C-max and Fusion Hybrid vehicles may experience a Flashing or Steady check outlet and or red triangle warning indicator on the level 1 (110V) Electric Vehicle Supply Equipment (EVSE) charge cord. When diagnosing and repairing a level 1 EVSE charge cord concern, use the online version of the Workshop Manual (WSM). The repair procedure for High Voltage Battery Charging System has been updated in Section 414-03B.
45693	Some 2015 and 2016 Mustang vehicles built on or before 12/14/2015 equipped with Rain Sensing Wipers with the headlamp switch in the Auto position and the headlamps not active, if exposed to particularly unique stray light sources may turn the headlamps on, then after driving for 25 km may have the headlamps temporarily shut off. The headlamps will come back on automatically after a short time or when the customer turns the main lighting switch to "On". Reprogram the BCM module to the latest calibration using IDS release 99.01 or higher. Calibration files may also be obtained at <a href="http://www.motorcraftservice.com">www.motorcraftservice.com</a> . Use applicable 12651D labor operations from Section 10 of the SLTS manual and use causal part. 15604.
45694	Some 2015-2016 F-150, Edge and MKX vehicles equipped with a 2.7L engine built on or before 02/29/2016 may exhibit DTC P2282 → air leak between the throttle body and intake valve. Before following normal diagnostics for this issue, check the brake vacuum booster line at the intake manifold for proper connection.
45695	Some 2016 MKX vehicles equipped with a Revel audio system may exhibit a condition where the fade, speed compensating volume, and/or navigation prompt volume setting(s) return to default after the vehicle goes to sleep. The liftgate chime may also sound at full volume when entering the vehicle. To correct the condition, program the digital signal processing (DSP) module to the latest calibration using IDS version 99.03 or higher. Use applicable labor operations from Section 10 of the SLTS Manual and causal part 19A387. Make sure you are connected to the internet when entering module programming to obtain the latest calibration. Calibration files may also be obtained at <a href="http://www.motorcraftservice.com">www.motorcraftservice.com</a> . For warranty claiming, use causal part 18B849 and applicable labor operations in the SLTS Manual, Section 10.
45696	2016 Expedition and Navigator Vehicle with Intelligent Access. The Owner-s Guide incorrectly describes the Intelligent Access feature for opening the liftgate. The liftgate will only open after the vehicle doors are unlocked with either the remote control fob or touching the keypad on the driver-s door when an intelligent access fob is within 1m (3ft) of the driver-s door. Once the doors are unlocked the liftgate will open with either of the outside control button, the rear cargo area button, the instrument panel button or the remote control fob.
45698	Some 2016 Escape, MKC, Fiesta, Expedition, Navigator, Mustang, Transit, Focus, CMAX, F-150, Edge, MKX, Flex, MKT, Taurus, or MKS vehicles equipped with SYNC 3 and navigation may exhibit a condition with the navigation guidance voice prompts not being pronounced properly when in French or Spanish language. To correct the condition, format a Universal Serial Bus (USB) Drive using the Extended File Allocation Table (exFAT) format and perform the SYNC Accessory Protocol Interface Module (APIM) Standard Programming procedure, refer to Workshop Manual (WSM) Section, 415-00. Use applicable labor operations from Section 10 of the SLTS Manual and causal part 14G371.
45702	Some 2015-2016 F150, Mustang and Transit vehicles may have a concern of no airflow from the climate control vents. This may be caused by a seized or sticking A/C clutch. This can be repaired by replacing only the A/C clutch (19D786/19D784). The compressor assembly (19703) may not be required. Refer to Workshop Manual, Section 412-00 for A/C clutch removal. It may be necessary to lightly tap around the stuck area of the clutch with a rubber mallet to free it from the pulley for removal. Refer to applicable labor operations from Section 11 of the SLTS manual when replacing the A/C clutch.
45703	Multiple vehicles may have an open style hem flange, which is a type of manufacturing process found near the bottom of door assemblies. The design of the open hem flange incorporates a gap between the inner reinforcing panel and the outer portion of the exterior panel which appear as a -U- or -V- shape. Seam sealer will not be present in this gap. This open space between outer and inner panels is design intent in an open hem flange structure. No repairs should be attempted to alter factory stamped open hem flange panels. If necessary, compare to a like model year vehicle to determine if an open hem flange is present on the panel in question.

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45705	Some 2013-2014 C-MAX, Fusion/MKZ Hybrid/Energi vehicles may exhibit various drivability or electrical concerns accompanied by one or more diagnostic trouble codes, with the most common being P26C3, P26CA, P26D0, P2800, P2802, U019F and U0284. On C-MAX inspect connectors C134, C140, C144, C1651, C1717 and C1812 for signs of water entry/corrosion and service as necessary. On Fusion/MKZ inspect connectors C146, C1651, C1812, C168C and C134 and service as necessary.
45708	Some 2016 Escape vehicles equipped with Sirius satellite radio may exhibit an intermittent concern where the audio cuts out and the radio displays a No Signal message while driving in open sky conditions in certain locations in your area. This may be due to interference with cellular phone tower signals. If a vehicle displays this condition near cellular phone towers, replace the audio unit antenna with part number G1BZ-18936-BA. Refer to Workshop Manual(WSM), Section 415-00 for removal and installation instructions. Use applicable labor operation(s) in the SLTS Manual Section 11.
45709	Some 2015 and 2016 Mustang GT350 vehicles may display a Driver Selectable Suspension Malfunction with Diagnostic Trouble Code (DTC) C1124. Using Integrated Diagnostic System (IDS)session and go to Chassis tools, perform the Chassis Suspension Vin learn routine along with the damper cold start initialization and ride height sensor calibration using IDS release 99.04 or higher. Refer to Section 10 of the SLTS manual for applicable labor operations and use causal part 3C142.
45710	Some 2016 Expedition, Navigator, F150, Mustang, Transit, and Taurus vehicles equipped with Sirius satellite radio may exhibit an intermittent concern where the audio cuts out and the radio display reads no signal. 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. To assist with the investigation use the Report A Vehicle Concern link at the bottom of the Oasis report and submit a Global Concern Report (GCR). Continue to monitor OASIS which will be updated with status on this investigation.
45712	Some 2016 MKX vehicles built on or before 2/1/2016 may display a check headlamp message in the instrument cluster message center with diagnostic trouble code (DTC) B1087 and/or B1088 present in the headlamp control module (HCM). To correct the condition, update the HCM to the latest level calibration using IDS version 98.03 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 <a href="http://www.motorcraftservice.com">www.motorcraftservice.com</a> . For warranty claiming, use causal part 13K198 and applicable labor operation(s) in the SLTS Manual Section 10.
45713	Some 2015-2016 vehicles equipped With 6F50/6F55 transmission and built between 11/02/2015 and 02/01/2016 may exhibit no reverse, 3rd and 5th gear along with Diagnostic Trouble Codes (DTC) P0715, P0717, P0756 and P2701. This condition may be caused by incorrect machining of the direct clutch cylinder/tone wheel (7F283) resulting in the snap ring out of position. If the direct clutch hub (7G384) is found to be damaged, also replace the following: direct clutch return spring 7F235, direct clutch cylinder/tone ring 7F283, direct clutch snap ring 7C122, TSS sensor 7M101 and seal kit 7153 and filter in the kit. Completely disassemble and clean the transmission to remove metal particles including the main control follow Workshop Manual (WSM), Section 307-01. Claim applicable labor operations in section 7 of Service Labor Time Standards (SLTS) manual.
45714	Some 2015 Transit vehicles built on or before 3/13/2015 may exhibit a clunk, squeak, or rattle type noise from the rear of the vehicle over bumps and/or when turning. The torque specification for the lower rear stabilizer link nuts and bolts (between link and stabilizer bar) was changed to address this concern. Refer to Workshop Manual section 204-02 for the updated torque specification. For warranty claiming, use causal part 5C486 and applicable labor operation from Section 01 of the SLTS Manual.
45724	Some 2016 Escape/MKC/Fiesta/Expedition/Navigator/Mustang/Transit/Focus/C-Max/F150/Edge/MKX/Flex/MKT/Taurus and MKS vehicles equipped with SYNC 3 may have DTCs U3000:04 or B108E:12 present in the APIM CMDTC history. If the DTCs U3000:04 or B108E:12 are present and there are no customer symptoms clear the codes and retest. If the code or codes do not return then no further repairs should be attempted. If a DTC or DTCs return as a hard fault and there is a customer symptom refer to Workshop Manual, Section 415 for repair direction.