



The Service Awareness Newsletter is an informal communication that contains information that may not be presently available in a TSB, SSM, GSB, or other electronic communication. This article includes information on warranty, technical service tips and other service information.

### **Catalytic Converter Warranty**

Ford warranty has experienced several catalytic converters returned for warranty coverage that are aftermarket parts. Recently there has been an increase in 2021 and later 7.3L E-series with this, however all models should have the catalytic converter examined to make sure that it is a Ford part before determining warranty coverage. GSB 22-7009 may be updated in the future to address this concept but may not mention any specific vehicle.

### **Normal Tire Sidewall Indentation**

Some Ford and Lincoln vehicles may experience a tire sidewall wavy/indentation appearance in the radial direction on one or both sidewalls. Sidewall wavy/indentation appearance is a common cosmetic characteristic of radial tire construction and will not affect the performance of the tire.

### **Liquid Chip Guard That May Appear As A Paint Quality Issue**

2017 through 2023 F-Super Duty, Expedition, and Navigator vehicles may have a liquid chip guard applied at the factory which should be washed off the vehicle during PDI. This liquid chip guard will sometimes look like clear coat peeling, runs/drips in the paint, or paint bubbles. If a concern of a clear coat peeling, paint run/drip, or paint bubbles is received for a F-Super Duty, Expedition, or Navigator that was discovered upon delivery to the dealership, make sure that the dealership has thoroughly cleaned the affected panel before making a determination. In some cases, it may be required to press a rag or towel saturated with warm water against the area for 20 to 30 minutes and the excess liquid chip guard will wipe off.



## **F-150 OCS Replacement**

Ford has instances where the dealers are removing the passenger seat occupant classification system (OCS) bladder from the seat cushion and only installing the bladder. As stated in the Workshop Manual, these parts are calibrated as an assembly and should not be separated. Such repairs are subject to chargeback.

## **Low Refrigerant Level At Low Time In Service**

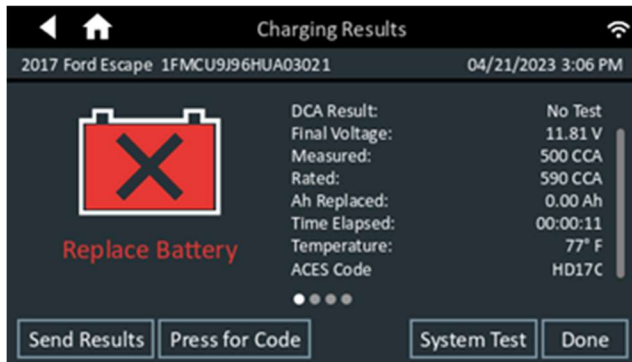
Some 2022 and later Ford and Lincoln vehicles may exhibit low or no refrigerant in the air conditioning (A/C) system at low time in service. A/C system fill is verified during production on all vehicles using very accurate equipment so it is very likely the vehicle does have a leak and very unlikely the vehicle left the plant without charge. In order to prevent repeat returns for the same customer, the system should be leak checked and repaired as required prior to adding refrigerant and releasing the vehicle.

## **Obtaining the ACES and DTC codes for battery warranty submission**

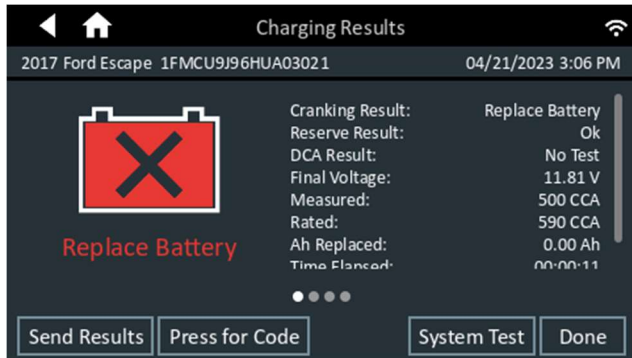
This is to provide instructions on obtaining the ACES and DTC codes for battery warranty submission once the technician has achieved the final result on the GRX-3590 or DCA-8000. These codes are required on all Ford paid warranty claims. After testing the battery and receiving a “Replace Battery” decision, follow these instructions to obtain the ACES and DTC codes for warranty submission.

DCA-8000 Tester

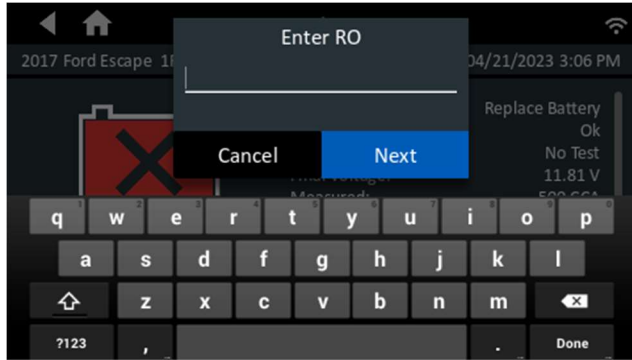
1. Scroll down to view the ACES Code needed for warranty submission.



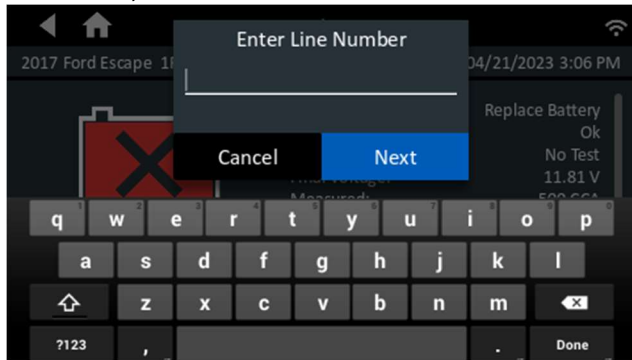
2. Select the “Press for Code” button.



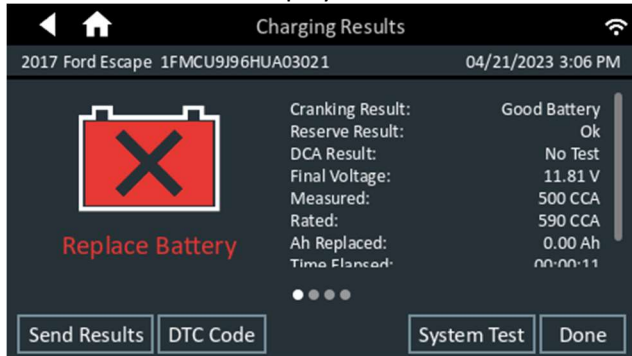
3. A pop up will ask to enter the RO Number. Enter the information and select Next.



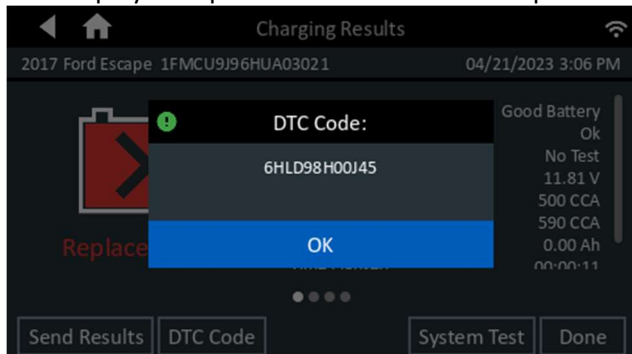
4. Next, it will ask for the RO Line Number. Enter the information and select Next.



5. The DCA will return to the results screen and a new button showing "DTC Code" will be displayed. Select the button to display the code needed for warranty submission.



6. The DTC code to be used for warranty submission will be displayed. The ACES and DTC codes will also display on a printout from the onboard printer.



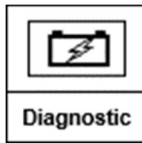
NOTE: Additional DCA-8000 instructions and FAQs can be found on the Midtronics website at <https://clicktime.symantec.com/15tpDKgPSAgqvmeQ9RAeL?h=P9OX7nuG8IfGslDpo3N9WcOUB5DMFURQUNLKNLU49RA=&u=https://forddca8000.midtronics.com/>

## GRX-3590

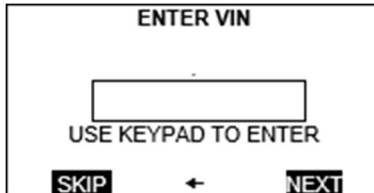
1. On the main menu, select Charge Menu.



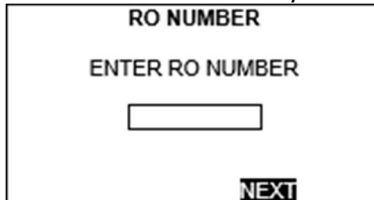
2. On the charge menu, select Diagnostic. Once in the diagnostic mode, follow the screens and enter all information requested by tool. Once battery/vehicle info has been entered, the tool will start with the conductance test, and depending on state of battery, may go into charging.



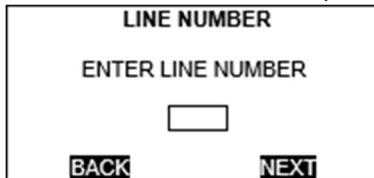
3. After the battery fails during the test or charge, the user will see the enter VIN screen. The user MUST enter a VIN to continue.



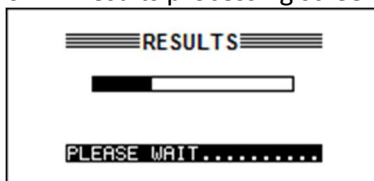
4. After the VIN entry screen, the user must enter the RO number.



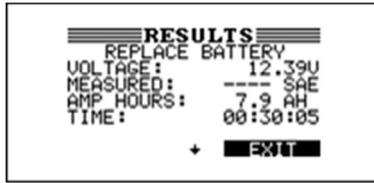
5. After the RO number, the user must enter the Line number.



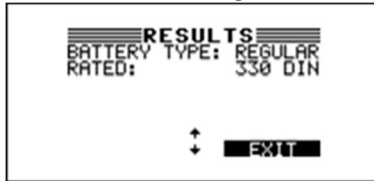
6. Results processing screen shown next.



7. Results shown. Press the down button.



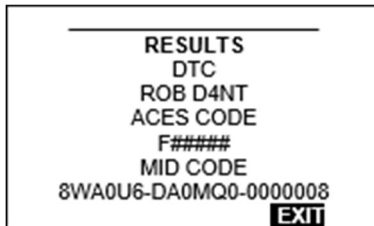
8. Press down again.



9. Press down again.



10. DTC and ACES code shown on screen. User can also print the results from the result screen.



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