

**ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM  
FOR JANUARY 2012**

22172 2012 EXPLORER POWER LIFT GATE NOT OPENING

SOME 2012 EXPLORER VEHICLES EQUIPPED WITH POWER LIFT GATE MAY EXHIBIT A LIFT GATE THAT DOES NOT OPEN OR THAT STARTS TO OPEN (APPROXIMATELY 1 INCH) THEN REVERSES AND CLOSES WHEN USING THE POWER FEATURE. THE CONDITION ALSO SEEMS TO WORSEN WHEN THE COMPONENTS ARE COLD. THE LIFT GATE MAY BE OPENED MANUALLY WITHOUT ISSUE. DO NOT REPLACE LIFT GATE STRUTS OR MODULES FOR THIS ISSUE. THE CONDITION MAY BE IMPROVED BY REPLACING THE LIFT GATE STRIKER AND ALIGNING THE LIFT GATE IN THE OPENING. ENGINEERING IS AWARE AND CONTINUES TO INVESTIGATE THIS CONDITION. CONTINUE TO MONITOR OASIS FOR UPDATES.

22173 2010-2012 FUSION, MILAN, ESCAPE, MARINER, AND MKZ HYBRID DTCS P0011, P0016 AND/OR P052A/B

SOME 2010-2012 ESCAPE, MARINER, FUSION, MILAN, AND MKZ HYBRID VEHICLES EQUIPPED WITH A 2.5L ATKINSON ENGINE MAY EXHIBIT DIAGNOSTIC TROUBLE CODES (DTCS) P0011, P0016, AND/OR P052A/B. DEBRIS IN THE ENGINE OIL MAY HAVE TEMPORARILY RESTRICTED THE MOVEMENT OF THE VARIABLE CAMSHAFT TIMING (VCT) SOLENOID CAUSING THESE DTCS. THE PC/ED MANUAL HAS BEEN UPDATED TO CORRECTLY DIAGNOSE AND REPAIR THESE CONCERNS. PLEASE BE ADVISED THAT ONCE THE DTCS HAVE BEEN CLEARED AND THE DRIVE PERFORMED, THE VEHICLE CAN BE RELEASE IF NO DRIVEABILITY CONCERNS ARE EXPERIENCED.

22175 2011-2012 F-SUPER DUTY - FLOOR CENTER CONSOLE LID DOES NOT LOCK - BUILT ON OR BEFORE 11/28/2011

SOME 2011-2012 F-SUPER DUTY VEHICLES BUILT ON OR BEFORE 11/28/2011 MAY EXHIBIT A CONDITION WHERE THE CENTER FLOOR CONSOLE STORAGE COMPARTMENT DOOR DOES NOT LOCK FOLLOWING ACTUATION OF THE KEY TO LOCK IT. THIS IS CAUSED BY THE CENTER FLOOR CONSOLE STORAGE COMPARTMENT LOCK MECHANISM NOT FULLY ENGAGING IN THE LOCKED POSITION. A REVISED LATCH ASSEMBLY IS AVAILABLE FOR SERVICE ( BASE # 2806072) TO CORRECT THIS CONDITION. ALL SERVICE STOCK OF SUSPECT PARTS WAS PURGED. DEALER CAN ORDER NEW LEVEL SERVICE LATCH ASSEMBLY BASE PART # 2806072. FOR DIAGNOSTIC AND REPAIRS REFER TO WORKSHOP MANUAL SECTION (WSM) 501-14 AND SERVICE LABOR TIMES STANDARS FOR REPAIRS. REFER TO DOES II FOR PART AVAILABILITY.

22176 6.7L DIESEL - DIAGNOSTIC TROUBLE CODE (DTC) P2269 (WATER IN FUEL CONDITION)

2011-2012 F-SUPER DUTY VEHICLES EQUIPPED WITH A 6.7L DIESEL ENGINE MAY EXPERIENCE DTC P2269. CURRENTLY DTC P2269 IS NOT LISTED IN THE POWER-TRAIN CONTROL/EMISSIONS DIAGNOSTICS (PC/ED). FOLLOW PIN POINT TEST "O" TO DIAGNOSE THE CONCERN. THE PC/ED IS CURRENTLY BE UPDATED TO REFLECT THIS CHANGE. PLEASE MONITOR OASIS FOR FUTURE UPDATES.

22180 MULTIPLE VEHICLE LINES - REVISED BACKLIGHT DEFROSTER TERMINAL TAB/BUTTON REPAIR KIT IS NOW AVAILABLE.

SOME VEHICLE LINES MAY EXPERIENCE A REAR WINDOW DEFROSTER INOPERATIVE CONDITION DUE TO THE REAR DEFROSTER TAB/BUTTON BECOMING DETACHED FROM THE BACKLIGHT DEFROSTER GRID. A NEW SERVICE KIT IS NOW AVAILABLE (4F1Z-14421-AA) THAT INCLUDES THE TERMINAL CONNECTOR TAB/BUTTON THAT CAN BE REATTACHED TO THE DEFROSTER GRID. THIS KIT COMES WITH AN ENHANCED INSTRUCTION SHEET FOR TAB/BUTTON INSTALLATION. PLEASE REVIEW WORKSHOP MANUAL SECTION 501-11 FOR DIAGNOSTIC INFORMATION.