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| <p>FRONT HUBS ENGAGEMENT IN EXTREME COLD TEMPERATURES BELOW -18 DEGREES CELSIUS OR 0 DEGREES FAHRENHEIT—BUILT ON OR BEFORE 2/6/2012</p> | <p>TSB 12-2-5</p> |
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FORD:
2011-2012 F-250, F-350, F-450, F-550

ISSUE

Some 2011-2012 F-Super Duty vehicles equipped with 4X4 and built on or before 2/6/2012 may exhibit a 4X4 not engaging, not staying engaged and/or unlocking in extreme cold temperatures below -18 degrees Celsius or 0 degrees Fahrenheit.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

This may be caused by a loss of vacuum between the front hub lock assembly and the front axle shaft seal assembly or the transfer case control module (TCCM) hardware.

1. Check the vehicle build date, refer to Workshop Manual (WSM), Section 100-01.
 - a. If the vehicle was built on or before 4/11/2011 replace the TCCM. Refer to WSM, Section 308-07A. Proceed to Step 2.
 - b. If the vehicle is built between 4/11/2011 and 2/6/2012, proceed to Step 2.
 - c. If the vehicle is built after 2/6/2012 this article does not apply. Refer to WSM, Section 308-07A for normal diagnostics.
2. Replace both front axle shaft seals. Refer to WSM, Section 205-03.

| PART NUMBER | PART NAME |
|---------------|---|
| 5C3Z-1K106-AB | Front Axle Hub Seal Kit (2 req) |
| 5C3Z-3K050-AA | Axle Shaft Snap Ring (2 req) |
| 5C3Z-4A322-AA | Hub Assembly O-ring (2 req) |
| 5C3Z-3254-A | Front Knuckle Seal (2 req) |
| BC3Z-7E453-AG | Module - With Electronic Shift-On-The Fly (ESOF) With Electronic Locking Differential (ELD) |
| BC3Z-7E453-CG | Module - Without ESOF Without ELD |

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage. Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

| OPERATION | DESCRIPTION | TIME |
|-----------|--|----------|
| 120205A | 2011-2012 F-Super Duty 4X4 SRW: Replace Both Front Axle Shaft Seals (Do Not Use With Any Other Labor Operations) | 2.2 Hrs. |
| 120205B | 2011-2012 F-Super Duty 4X4 SRW: Replace The TCCM, And Both Front Axle Shaft Seals (Do Not Use With Any Other Labor Operations) | 2.4 Hrs. |
| 120205C | 2011-2012 F-Super Duty 4X4 DRW: Replace Both Front Axle Shaft Seals (Do Not Use With Any Other Labor Operations) | 2.8 Hrs. |

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

TSB 12-2-5 (Continued)

120205D 2011-2012 F-Super Duty 3.0 Hrs.
4X4 DRW: Replace The
TCCM, And Both Front
Axle Shaft Seals (Do Not
Use With Any Other Labor
Operations)

DEALER CODING

BASIC PART NO.
3254

CONDITION
CODE
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