

ONLINE AUTOMOTIVE SERVICE INFORMATION
SYSTEM FOR MARCH 2012

TO MONITOR OASIS FOR UPDATES.

SB-10044177-4459

22245 SVT RAPTOR - SHOCK ABSORBER WEEPAGE

SOME 2010-2012 F-150 RAPTOR VEHICLES MAY HAVE FLUID PRESENT ON THE SHOCK ABSORBER SHAFT-TO-BODY INTERFACE OR WETNESS AT THE REAR RESERVOIR SNAP-RING. SHOCK WEEPAGE IN THIS AREA IS NORMAL AND COMPONENT REPLACEMENT FOR THIS CONDITION SHOULD NOT OCCUR. SHOCK ABSORBER WEEPAGE WILL NOT CAUSE ANY DETRIMENTAL EFFECT TO THE LIFE OF THE SHOCK ABSORBERS OR SUSPENSION. IF SHOCK ABSORBER ASSEMBLY IS VISIBLY OR PHYSICALLY DAMAGED OR OTHER SUSPENSION SYMPTOMS ARE PRESENT, PROCEED WITH WSM 204-00 DIAGNOSTICS TO RESOLVE THE CONCERN. REPLACEMENT OF SHOCK ASSEMBLIES DUE TO WEEPAGE MAY BE SUBJECT TO WARRANTY CHARGEBACK.

22248 2011-2012 F-150 - INTERMITTENT TRAILER CONNECTED/DISCONNECTED MESSAGE IN INSTRUMENT CLUSTER WITHOUT TRAILER CONNECTED

SOME 2011-2012 F-150 VEHICLES BUILT FROM 9/08/2011 TO 12/23/2011 AND EQUIPPED WITH FACTORY TRAILER BRAKE CONTROLLER (TBC) MAY EXPERIENCE AN INTERMITTENT TRAILER CONNECTED/DISCONNECTED MESSAGE IN THE INSTRUMENT CLUSTER AFTER STARTUP WITHOUT A TRAILER CONNECTED. THIS CONCERN IS DUE TO THE SOFTWARE IN THE TBC. REPLACE TBC USING AVAILABLE WORKSHOP MANUAL PROCEDURES AND SERVICE LABOR TIME OPERATIONS. ALL SERVICE STOCK HAS BEEN PURGED FROM THE SERVICE DEPOTS AND TBC WITH SERVICE PART# BL3Z-2C006-BB HAS THE UPDATED SOFTWARE.

22250 2010-2011 F-150 - FRONT END SHUDDER/ROUGHNESS/STEERING WHEEL NIBBLE WHEN BRAKING

2010-2011 F-150 VEHICLES EXPERIENCING A FRONT END SHUDDER/ROUGHNESS/STEERING WHEEL NIBBLE WHEN BRAKING WITH NO ABS ACTIVATION. REPLACE ROTORS AND THE COMPLETE CALIPER ASSEMBLY (INCLUDING THE BRACKET (ANCHOR PLATE), BRAKE PADS AND CLIPS) BY UNBOLTING IT FROM THE FRONT KNUCKLE/SPINDLE ASSEMBLY. DON'T REMOVE THE BRAKE PADS FROM THE CALIPER BRACKET ASSEMBLY. USE SERVICE LABOR TIMES STANDARD (SLTS) OPERATIONS. ENGINEERING IS INVESTIGATING AND NEEDS THE PARTS BACK AS AN ASSEMBLY. PLEASE CONTINUE TO MONITOR OASIS AND SUBMIT GCR REPORTS. NOTE: PLACE A MARK IDENTIFYING A LEFT HAND AND/OR RIGHT HAND BRAKE ROTOR BEING SENT BACK FOR ANALYSIS.

22251 POWER SEAT TRACK BIND, GRIND, SQUEAL NOISE MOVING FORWARD OR REARWARD.

SOME 2009-2012 F-150, TAURUS, FLEX, MKT, MKS, 2010-2012 F-SUPER DUTY AND 2011-2012 EXPLORER VEHICLES MAY EXPERIENCE BINDING, GRINDING, AND/OR SQUEALING NOISE WHEN THE SEAT IS MOVED FORWARD OR REARWARD. FOLLOW WORKSHOP MANUAL (WSM) SECTION 501-10 FOR DIAGNOSIS AND REPLACEMENT PROCEDURES AND USE AVAILABLE SERVICE LABOR OPERATIONS. SERVICE INVENTORIES HAVE BEEN UPDATED WITH A REVISED SEAT TRACK ASSEMBLY.