

**ONLINE AUTOMOTIVE SERVICE INFORMATION
FOR OCTOBER 2013**

44209 2011-2014 Fiesta / 2012-2014 Focus - Transmission Over Heat Message

Some 2011-2014 Fiesta and 2012-2014 Focus vehicles may display the transmission over heat message with any of the following Diagnostic Trouble codes (DTC) P0706, P0707, P0708, P2801, P2802, P2803, P2805, P0882, P0702, U0100, or U0294. These codes may cause an overheat message to display without the transmission overheating. Diagnose the codes prior to diagnosing the overheat message. Refer to the Work Shop Manual 307-01 for Focus and 2014 Fiesta Models and 307-11 for 2011-2013 Fiesta models.

ONLINE AUTOMOTIVE SERVICE INFORMATION FOR OCTOBER 2013

44214 2013 Hybrid - CMax, Fusion, MKZ - Malfunction Indicator Light (MIL) On With Diagnostic Trouble Code (DTC) P1A0C And P1A0F - Start/Stall Diagnostics

Some 2013 Full Hybrid Electric Vehicles (CMax, Fusion, MKZ) may exhibit a concern of illuminating Red Triangle Warning lamp and empty High Voltage Battery bar with DTC P1A0C AND P1A0F in the SOBDMC module. When servicing a vehicle for this concern it is critical to be aware that the high voltage battery is used to crank the combustion engine for a maximum of 20 seconds at a time. Vehicles that shut down after trying to start the engine are No Start concerns, although they are commonly misdiagnosed as start, then stall events. If DTC P1A0F is set in the SOBDMC module, there are only about 10 cranking attempts left before the high voltage battery is completely discharged. Perform normal PC/ED diagnostics for a crank/no-start symptom before further attempting to start the vehicle.

ONLINE AUTOMOTIVE SERVICE INFORMATION FOR OCTOBER 2013

44239 2013-2014 Escape - Drive Minimum 15 Miles Before Diagnosing Tire Vibrations

Some 2013-2014 Escape vehicles may exhibit a vibration attributed to the tires. Prior to performing any road force balancing procedures or related diagnosis, ensure the vehicle is driven a minimum of 15 miles to eliminate any possible flat spotting conditions and potential misdiagnosis. Refer to Workshop manual, section 204-04A for further information. In addition, it is recommended that diagnosis of tire/wheel vibration should not be performed on tires with less than 320 KM (200 miles). Some initial tire/wheel vibration issues (such as flat spotting) may correct themselves after the tires have been in service for 320 KM (200 miles)

ONLINE AUTOMOTIVE SERVICE INFORMATION FOR OCTOBER 2013

44240 Some 2014 Focus and Fiesta May Set a P2610 DTC (Diagnostic Trouble Code)

Some 2014 Focus and Fiesta vehicles may exhibit DTC P2610 (Engine Off Timer (Performance) stored in PCM (Powertrain Control Module) memory. This DTC may result from slow network communication with the cluster or Insurance monitoring devices installed in vehicle OBD (Onboard Diagnostic) port. Remove Insurance monitoring device from OBD port. Clear Diagnostic Trouble Code. If DTC repeats and vehicle exhibits Drivability concern follow PCED Pin Point Test diagnostic QB. Engineering investigation in progress. Monitor OASIS for future updates.

ONLINE AUTOMOTIVE SERVICE INFORMATION
FOR OCTOBER 2013

44210

2011-2014 F-Super Duty - 6.7L Diesel - Hard Start/No Start/Rough Run/Lack Of Power/
Malfunction Indicator Light- Fuel Gelling In Colder Ambient Temperatures

Some 2011-2014 F-Super Duty vehicles equipped with a 6.7L diesel engine may exhibit hard starting, lack of power and/or a running rough condition with a MIL and Diagnostic Trouble Codes (DTC) P008A, P2291 and/or P0087 due to fuel gelling in cold ambient temperatures. Please note that bio-diesel blend fuels have a higher occurrence of fuel gelling and should not be used at any rating above B20 (20%). If no root cause is determined after normal PC/ED diagnostics, recommend that the customer use a different fuel that has been seasonally adjusted for the ambient temperature. Customers may also benefit from using Motorcraft PM-23-A (US), PM-23B (Canada) diesel fuel anti-gel and performance improver. Refer to the vehicles owner guide diesel supplement for additional details.

ONLINE AUTOMOTIVE SERVICE INFORMATION
FOR OCTOBER 2013

44242 2013-2014 F-Super Duty Erratic Operation Of One Touch Auto Up/Down Power Window Feature

2013-2014 F-Super Duty vehicles with One Touch auto up / down power windows may exhibit erratic operation with possibility of a different window(s) being inoperative after each key cycle. Check for possible aftermarket equipment added to the accessory delay circuits of the Body Control Module (BCM). Splicing into the accessory delay circuits can cause voltage to drop, when the ignition key is turned on resulting in power window motor(s) to be inoperative for a key cycle. Refer to Warranty and policy manual for Aftermarket accessories policies. If no aftermarket accessories are present and/or a functional operation is suspect, refer to workshop manual section (WSM) 501-11 ford diagnostics and repairs.

ONLINE AUTOMOTIVE SERVICE INFORMATION
FOR OCTOBER 2013

44241 2012-2014 Focus - DTC P060D

Some 2012-2014 Model Year Focus vehicles will concurrently set a P060D (Internal Control Module Accelerator Pedal Position Performance) Malfunction Indicator Light(MIL) when other Diagnostic Trouble Codes are set, such as P2122 (Throttle/Pedal Position Sensor/Switch D Circuit Low), P2127 (Throttle/Pedal Position Sensor /Switch E Circuit Low), or P2138 (Throttle/Pedal Position Sensor/Switch D/E Voltage Correlation). If P060D is present along with any of these DTCs, then please follow the standard PCED manual diagnostics as per section DK and address those. Do not immediately replace the PCM for DTC P060D. If P060D appears without other codes, follow standard PCED manual diagnostics as per section QE.

ONLINE AUTOMOTIVE SERVICE INFORMATION
FOR OCTOBER 2013

44211 2011-2014 Ford Flex and Lincoln MKT - Fuel Gauge Concern With Diagnostic Trouble Code (DTC) B2879 or P1243.

For 2011-2014 Ford Flex and Lincoln MKT with DTC P1243 or B2879 and fuel gauge concerns, refer to Workshop Manual Section 413-01 which has been updated to include *diagnostics for these DTCs*.

ONLINE AUTOMOTIVE SERVICE INFORMATION FOR OCTOBER 2013

44243

2013 F150 3.5L GTDI - MIL On With DTC P0627 In PCM Continuous Memory.

Some 2013 F150 vehicles equipped with 3.5L Gasoline Turbo Direct Injected (GTDI) Engine may exhibit a Malfunction Indicator Lamp (MIL) on with Diagnostic Trouble Code (DTC) P0627 in Powertrain Control Module (PCM) continuous memory. Prior to performing repairs review the Freeze Frame Data and if the Fuel Level Input (FLI) parameter reads zero present this confirms the vehicle fuel tank was run dry of fuel. It is normal for DTC P0627 to set under this condition. If the FLI parameter reads greater than zero present, continue with normal Powertrain Control/Emission Diagnosis (PC/ED) Manual diagnostics.

ONLINE AUTOMOTIVE SERVICE INFORMATION
FOR OCTOBER 2013

44237 2010-2013 Mustang - Built On Or Before 10/31/2012 - Outside Door Handle Needs To Be Pulled More Than One Time To Open Door(s)

Some 2010-2013 Mustang vehicles built on or before 10/31/2012 may exhibit a customer complaint of outside door handle needs to be pulled more than one time to open door(s). Perform the Door Handle to Latch Rod Adjustment procedure in the Workshop Manual (WSM), section 501-14 under the General Procedures to correct this condition. Use available service labor times.

ONLINE AUTOMOTIVE SERVICE INFORMATION FOR OCTOBER 2013

44244 2012 - 2013 F150 built through March 1, 2013 - Door Handle Difficult to Open From Outside Vehicle

Some 2012 - 2013 F150 built before March 1, 2013 may exhibit a condition where the outside Door Handle may require multiple activations to release the door. If the unit exhibits this concern replace the door latch assembly refer to WSM Section 501-14 and use available service labor times.

ONLINE AUTOMOTIVE SERVICE INFORMATION FOR OCTOBER 2013

44251 6.7L Diesel - Foreign Object Inspection During Engine Or Turbo Charger Repairs

Some 2011-2014 6.7L diesel engine and/or turbo charger failures may leave foreign objects in the intake, exhaust, Charge Air Cooler (CAC) and Exhaust Gas Recirculation (EGR) system. When replacing or repairing an engine it is important to inspect and clean the intake system, exhaust manifolds, EGR system and inspect the exhaust side of the turbo using a borescope. Turbo charger failures also require inspection. Compressor side (air intake) failures require the CAC system to be inspected. Metal debris in the CAC requires the CAC to be replaced (refer to WSM section 303-12). Turbine side (exhaust) requires the Diesel Oxidation Catalyst (DOC) to be inspected and cleaned. Failure to inspect these components for debris may result in repeat failures. Note: the turbo charger should not be disassembled for inspection.

ONLINE AUTOMOTIVE SERVICE INFORMATION
FOR OCTOBER 2013

44245 2011-2013 F-150, 2011-2014 F-Super Duty, 2012-2014 Expedition- Transmission
Temperature Gauge Slow To Display Reading After Hot Soak Restart

Some 2011-2013 F-150, 2011-2014 F-Super Duty and 2012-2014 Expedition vehicles equipped with an instrument cluster transmission temperature gauge can exhibit the gauge slow to display reading after hot soak restart. If there are no diagnostic trouble codes identifying a concern with the transmission temperature gauge this operation condition maybe normal. The instrument cluster software strategy may take up to two minutes before the gauge registering a reading after a hot soak restart to insure the accuracy of the gauge. This is a normal vehicle characteristic and attempting any repairs will not change this operating condition.

ONLINE AUTOMOTIVE SERVICE INFORMATION FOR OCTOBER 2013

44249 Multiple Vehicle Lines - IDS Error Message When Trying To Access The Keyless Entry Factory Key Code

Some 2013 F150, Edge/MKX and 2014 F-Super Duty, Taurus/MKS, Flex/MKT, Explorer vehicle(s) equipped with a remote keyless entry key pad may receive an error message when attempting to access the factory keyless entry key code using the IDS Tool. This was due to a production software change in the Body Control Module. This access error has been resolved with the IDS software release 87.02. Follow the normal IDS screen tabs under Red Tool Box, then select Body, Security and Factory Keyless Entry Code.

**ONLINE AUTOMOTIVE SERVICE INFORMATION
FOR OCTOBER 2013**

44234 2013 C-Max and 2013-2014 Escape - Compact Disc Player Failure To Eject Disc

Some 2013 C-Max and 2013-2014 Escape vehicles equipped with My Ford Touch may exhibit a compact disc (CD) stuck in the player when attempting to eject. Prior to following normal diagnostics, first check for misalignment of the CD player to instrument panel center middle trim panel (18842). If no visible misalignment is present remove trim panel. Refer to WSM section 501-12, removal and installation. Attempt to eject CD while trim panel is removed. If CD ejects suspect trim alignment concern, repair as needed. If CD does not eject follow normal diagnostics.

ONLINE AUTOMOTIVE SERVICE INFORMATION
FOR OCTOBER 2013

44236 2014 Taurus/MKS - Difficulty In Tuning Am/Fm Radio Frequencies

Some 2014 Taurus/MKS vehicles built on 9/30/2013 and through 10/1/2013 may exhibit a concern with radio tuning on AM and FM. This may be due to the radio having an incorrect software configuration. Download as-built data and reconfigure the radio. Refer to Workshop Manual, Section 418-01 for details, and published service labor times.