SB-10055042-7161

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR JANUARY 2014

44354 2011-2013 Edge,Explorer,MKX,Taurus,MKS,MKT and Flex - 3.5L/3.7L (Ti-VCT) - Oil In The Air Intake System - Built On Or Before 3/31/2012

Some 2011-2013 Edge,Explorer,MKX and 2013 Taurus,MKS,MKT and Flex vehicles equipped with a 3.5L or 3.7L twin independent variable cam timing (Ti-VCT) engine built on or before 3/31/2012 may exhibit engine oil in the intake air system components. This may be caused by an accumulation of oil in the left hand valve cover baffle migrating through the fresh air intake of the positive crankcase ventilation (PCV) system. Oil on the air filter or oil at the Electronic Throttle body may also be observed. A new left hand valve cover (BR3Z-6582-M) has been released to resolve this concern. Residual oil in the intake air system components will not result in damage and can be removed using a clean rag. Use available service labor times for left hand valve cover replacement.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR JANUARY 2014

44355 3.5L and 3.7L Lower Engine Noise, Timing DTC's or Internal Engine Damage after Crank Pulley Removal.

When servicing a 3.5L or 3.7L that requires removal of the crankshaft pulley, it is important that the old crankshaft pulley bolt be discarded when removed and a new bolt installed due to being a torque to yield design. Please be sure to follow the torqueing procedure for the crank pulley bolt as outlined in Section 303-01 of the Workshop Manual (WSM). Failure to replace the bolt and/or properly torque can lead to lower engine noises (mostly knocking), engine timing issues with DTC's(e.g. P0016, p0019) and/or internal engine damage from a sheared crank pin. The only purpose of the pin on the crankshaft is to position the crank gear when timing the engine. It is the clamping force of the bolt and pulley against the crankshaft that holds the crank gear firmly in place.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

44385 2011-2014 F-Super Duty Equipped With 6.7L Diesel Engine - Diagnostic Trouble Code P054F - Engineering Is Investigating Via Quick Service Fix (QSF)

Some 2011-2014 F-Super Duty equipped with 6.7L Diesel engines may exhibit Malfunction Indicator Lamp (MIL) illuminated with Diagnostic Trouble Code (DTC) P054F stored in the Powertrain Control Module (PCM). This DTC may occur if vehicle is operating in cold ambient temperatures below 20F/-7C. If unable to determine root cause of DTC P054F after completing PCED Pin Point Test M Diagnostic Routines, do not replace Powertrain components (MAF sensor, AIS Filter, Fuel Injector Pressure Sensor). Clear the DTC and return vehicle to Customer. Note: This DTC will clear after the 4th drive cycle, if the monitor completes. Submit Global Concern Reporting (GCR) VIN Information in PTS, Under contact us WEB page section, click Report a Vehicle Concern. Monitor OASIS for future updates, Engineering is investigating via Quick Service Fix (QSF)

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

44382 2013-2014 Focus ST - 2.0L EcoBoost - Diagnostic Trouble Code (DTC) _26DB, P26 or P26DE

Some 2013-2014 Focus ST vehicles may exhibit DTCs P26DB, P26DD or P26DE. Refer to WSM, Section 303-12B, Description and Operation and Diagnosis and Testing. These DTCs will not illuminate a MIL. If DTC P26DE is present without a customer concern of changed, intermittent or lack of audible sound symposer tone, refer to Pinpoint Test C. Confirm symposer valve wiring connector C1720 is correctly fully seated and visually check the symposer valve flap for possible obstructions. NOTE: The symposer valve will be damaged if manually cycled. Confirm symposer function by observing flap while quickly increasing engine RPM from a steady 3000 to WOT, then back to idle. If symposer flap opens/closes quickly with engine RPM change, no repairs are recommended at this time. Continue to monitor OASIS for future updates.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR JANUARY 2014

44360 2013 C-Max, 2013-2014 Escape And Focus - Body Control Module Ground, DTC U3008:13

Some 2013 C-Max, 2013-2014 Focus vehicles built on or before 7/10/2013, 2013-2014 Escape vehicles built on or before 9/23/2013 may exhibit DTC U3008:13 in Body Control Module (BCM). If DTC present, a BCM ground issue exists and must be given priority over other DTCs-symptoms. A poor ground can cause low voltage to BCM, which could cause erratic, intermittent operation of several electrical components. Check ground circuits G107, G301 on Focus and C-Max, G103 and G200 on Escape. To verify integrity of ground circuits, use a suitable bulb to place load on circuits, measure voltage drop. With load present, manipulate wiring harness to check for intermittent fault. Repair circuit that drops greater than 0.3 volts and re-test. Check pin fit in all BCM connectors with a flex probe. BCM replacement will result in repeat repair if ground issue is left unresolved.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR JANUARY 2014

44387 2012 - 2014 Expedition and Navigator - P0128 - Coolant Temp Below Thermostat Regulating Temperature

Some 2012 through 2014 Expedition and Navigator vehicles may exhibit a Malfunction Indicator Light (MIL) with Diagnostic Trouble Code (DTC) P0128. If normal diagnostics leads to thermostat replacement, use new rubber coated thermostat part no. 7L3Z-8575-D.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

44352 2007-2014 Mustang Carbon Fiber Limited Slip Differential Normal Noise

2007-2014 MUSTANG GT500, 2011-14 MUSTANG GT equipped with BREMBO brake package, 2010 MUSTANG GT equipped with TRACKPACK, 2008-2009 BULLITT - limited slip differential normal characteristics. These vehicles are equipped with heavy duty/racing type carbon fiber clutches in the limited slip differentials. This type of limited slip differential may exhibit a chatter or moan/groan noise when making sharp low speed turns. These noises are a normal characteristic of the heavy duty/racing type limited slip differential. Note: Driving the vehicle in a tight figure eight pattern 5 times may lessen the complaint for a short period of time.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR JANUARY 2014

44371 2011-2014 F-250/F-350 4X4 Crew Cab/Regular Cab/Super Cab With 156" Wheelbase - Transfer Case Rear Output Seal Noise - Built On Or Before 01/06/2014

Some 2011-2014 F-250/F-350 4X4 Crew Cab/Regular Cab/Super Cab Vehicles with 156" Wheelbase (Transfer case with slip yoke rear output only) built on or before 01/06/2014 may exhibit customer symptom of squeal noise particularly noticeable on initial cold soak start up. Some wetness around rear output seal is considered normal from residual lubrication used during vehicle assembly. Vehicles with reported transfer case output seal leaks, please confirm seal leak before any seal is replaced. 1)Clean affected area so no signs of fluid are present. 2) Run vehicle for approx. 5 miles at 30-40mph. 3)Inspect for signs of leaks after drive. If no leak is present, changing seal is not required. If signs of a leak or cold noise repeats, follow Transfer Case Rear Seal replacement in workshop manual, Section 308-07B and use availble service labor times.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

44386 2013-2014 Multiple Vehicle Lines - 3.6/13171 SYNC MyTouch Screen Blank While In Transport Mode

Some 2013-2014 multiple vehicle lines with MyTouch v3.6/13171, may experience the MyTouch screen going blank while in Transport Mode. To identify if the vehicle is in Transport Mode, a message will display in the Instrument Cluster upon an initial key cycle, indicating the vehicle is in this mode. This condition may occur when the vehicle is shifted back into drive or park after a reverse maneuver. Prior to performing diagnostics, ensure vehicle is removed from transport mode (removing vehicles from transport mode should only be completed prior to customer delivery). If the concern is still present with the vehicle out of transport mode, follow normal WSM diagnostics, section 415-00.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR JANUARY 2014

44372 All Flex Fuel (FF) Capable Vehicles - Various Concerns Related To Ethanol Content and FF Learning.

Vehicles that have Flex Fuel (FF) capability may exhibit concerns such as: intermittent long crank, no start, runs rough when cold with misfire DTC's and/or rich and lean DTC's. These concerns can be caused by the FF strategy not properly adjusting to the fuel blend in the tank, especially if the customer performs a cold start within 7 miles of refueling. Be sure to check the actual ethanol content of the fuel in the tank against the FF-INF% (flex fuel inferred%) and FF-LRN (flex fuel learned: yes/no) readings. These PIDS will help in understanding how the PCM is perceiving the fuel blend after a completed learn. Pinpoint test HC in the online PC/ED can be utilized to check the fuel delivery system, ethanol con tent and offer FF relearn direction. KAM reset to initiate an FF relearn should only be done using the IDS.