ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR MAY 2014

SB-10056192-1588

44566 2010-2014 Edge/MKX- Front Floor Center Console SYNC Badge Name Plate, De-laminating, Loose, or Falling Off.

Some 2010-2014 Edge/MKX front floor center console may exhibit the SYNC badge name plate is de-laminating, loose, or falling off. The SYNC badge name plate(16720) is available as a lower level service part repair. Do not replace the top center console panel for this concern.

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44533 2014 Fiesta A/C (Air Conditioning) Compressor Failure

Some 2014 Fiesta vehicles which experience A/C cooling concerns due to a compressor failure. Replace the compressor following Workshop Manual, section 412-00.
Follow the Refrigerant Oil Adding procedure and add an additional 30 grams (1 ounce).
Refer to published Service Labor Time Standards in section 11.

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44570 2015 F-Super Duty - 6.7L Engine - Instrument Panel Cluster (IPC) Warning Message: Engine Idle Soon or Engine Idle Exhaust System Fault W/WO DTC's

Some 2015 F-Super Duty vehicles equipped with a 6.7L diesel engine may exhibit an (IPC) warning of: "Engine Idle Soon and/or Exhaust System Fault" with or without DTC's. To remove vehicle from this mode, prior to going into idle only mode, correct fault indicated by DTCs and follow appropriate Pinpoint Tests. Refer to updated PCED Manual Drive Cycle in Diagnostic Methods section 2. Note: If idle only condition is still present, after performing updated PCED procedure, check CMDTCs and follow appropriate PPT's for any DTC's that set. If no DTC's are present; the vehicle cannot be removed from idle mode. PCM replacement corrects condition, refer to WSM section 303-14B for repairs. In IDS Without going to (PMI) install new PCM, navigate Toolbox > Module Programming> PMI. Use available service labor time standards (SLTS) operations.

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44559 2013-2014 C-MAX, Fusion Hybrid and MKZ Hybrid - Discharged 12-Volt Battery

Some 2013-2014 CMAX, Fusion Hybrid and MKZ Hybrid vehicles may experience an issue related to discharge of the 12-volt battery. This condition is currently being investigated by engineering. Detailed service information should be available 3rd Quarter 2014. In the interim, inspect the water pump connectors for damage, water and/or corrosion in C1812 and/or the water pump connector. Also observe if the water pump continues to run for longer than 2 minutes after the vehicle has been shut off. Only replace the water pump if damage, water intrusion, corrosion or an operational fault is found. Monitor OASIS for updates and continue to submit Global Concern Reports.

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44534 2003-2014 Multiple Vehicles with a Torqshift Transmission Intermittent Clunk When Shifting Between Reverse and Park and/or During 2-3 Shift

Some 2003-2014 F-Super Duty, 2004-2014 E-Series, 2003-2005 Excursion, 2006-2014 F-53 Motorhome Chassis and 2006-2009 Low Cab Forward vehicles equipped with a Torqshift transmission (5R110/5R110W) may exhibit some or all of the following conditions: clunk when shifting from drive or reverse into park, clunk or pop upon initial engagement from reverse to drive at approximately 3-5 km/h (2-3 mph), or a clunk during 2-3 upshifts. These specific clunk/pop conditions may be intermittent and are a characteristic of powertrain mechanical lash. If any of these concerns are verified no repairs should be attempted.

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44549 2012-2014 Focus Electric - P0AA6 - Improved Workshop Manual Diagnostic Procedures

Some 2012-2014 Focus Electric vehicles may illuminate the wrench and/or red triangle lamp, and possibly exhibit a no start/run condition, with diagnostic trouble code P0AA6 in the battery energy control module (BECM). Pinpoint test F in section 414-03A of the workshop manual has recently been revised to offer improved diagnostic procedures for hard faults and intermittent faults that may set DTC P0AA6.

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44527 2013-2014 F-Super Duty Equipped With 6.7L Diesel Engine - DTC: P208E - Diesel Exhaust Fluid (DEF)

Some 2013-2014 F-Super Duty vehicles equipped with 6.7L Diesel engine may exhibit Malfunction Indicator Lamp (MIL) with DTC P208E stored in Powertrain Control Module memory with or without DTC P204F. Results of Selective Catalyst Reductant (SCR) dosing RK7 measurement test may be zero or below specified 45-55mL requirement due to urea crystals forming on the DEF injector nozzle. If the measurement is below the specified amount, perform diagnostic procedure RK7 two additional times and reinstall the reductant injector if dosing measurement requirement is met. If the dosing measurement remains below specified 45-55 mL requirement, the DEF injector should be replaced. The DEF pump should not be replaced for DTC P208E.
Engineering investigation in progress Via the Quick Service Fix (QSF).
Monitor OASIS for future updates.

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44542 2014 Fiesta DTC U2101 During Unrelated Diagnosis or Testing. Vehicles Built On Or before 05/08/2014

Some 2014 Fiesta vehicles built on or before 05/08/2014 may exhibit DTC U2101 in the Front Control Display Interface Module (FCDIM) after performing diagnosis or repair of other vehicle systems. This condition may be resolved by reprogramming the FCDIM to the latest calibration using IDS release 90.03 and higher. Calibration files may also be obtained at www.motorcraft.com. No additional diagnosis or repairs to the FCDIM are required. Refer to the service labor time standards manual electrical section to obtain the BCE Module Reprogram/Configure labor operation code.

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44568 2011-2015 F-Super Duty - 6.7L Diesel - Malfunction Indicator Light (MIL) On with Multiple DTC's - New Ford Fleet Upfitter QVM Bulletin # Q-221 Released.

Some 2011-2015 6.7L diesel equipped vehicles may exhibit a MIL on with various (DTC's) stored in in the (PCM). These DTC's may set, due to: loose, missing, modified or damaged ground G400, during vehicle modification(s). G400 may be relocated by body builders/Upfitters from its original location. Inspect G400 to ensure it is: Present, properly secured, clean, and that the bolt head is not broken off prior to performing normal diagnostics. G400 should be located on a main frame rail, not on a cross-member/welded extension. For fleet or upfitted vehicles refer to Quality Bulletin Modifier (QVM) Bulletin #Q-221. Refer to HTTPS://WWW.FLEET.FORD.COM/ website, click on Truck Body Builder Advisory Service link and bullitens. Repairs performed due to vehicle modifications are not covered under normal vehicle manufacturers warranty.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
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44553 2013-2014 FWD Vehicles - 3.5/3.7L - Engine Oil Leak At Right hand Head-to-Block-to-front cover T-joint

Some 2013-2014 FWD Vehicles equipped with a 3.5 or 3.7L engine, may exhibit engine oil leaking near the outboard right hand cylinder head-to-block-to-front cover T-joint. The leak may appear to be the cylinder head gasket due to oil tracing along the gasket. Investigate the front cover RTV seal as the potential source of the leak.

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44528 2011-2015 F-Super Duty - 6.7L engine may exhibit a Hissing/Growling/Metallic Noise from the engine, during initial cold start.

Some 2011-2015 F-Super Duty equipped with a 6.7L engine may exhibit a hissing/growliing/ metallic-type noise from the engine compartment after initial cold start in ambient temperatures less than 0 C/32 F. With engine at idle and the noise present, squirt water in grooves of the FEAD belt with a spray bottle. If noise is still present immediately bring the vehicle inside shop temperature of 50-75 Deg. F, and allow it to idle for 10 minutes. If noise is no longer present, do not attempt repairs at this time. Engineering is currently investigating. This is not a durability issue. If the noise continues, follow normal diagnosis in Workshop Manual Section (WSM) 100-04. Monitor OASIS for updates. Submit Global Concern Reporting GCR) VIN Information in PTS, Under contact us WEB page section, click Report a Vehicle Concern.

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FOR MAY 2014

44558 2013-2014 Fusion And MKZ - Temperature Or Blower Control Settings Or Display Are Stuck Or Inoperative

Some 2013-2014 Fusion and MKZ vehicles built on or before 12/14/2013 may exhibit the blower control and/or the temperature display settings stuck or inoperative. The temperature display settings may display 00, go above or below a certain temperature setting, or be stuck on a random number. To correct the concern, reprogram the FCIM to the latest software level using IDS version 90.02 or higher. Calibration files may also be obtained at www.motorcraft.com. For warranty claiming, use causal part 19980 and use the applicable 12651D labor operations in Section 10 of the SLTS Manual for the vehicle.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
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44551 2013-2014 Escape/Fusion - 1.6L GTDI Engine - 2014 Fusion - 1.5L GTDI Engine
Accumulation Of Fluid At Bottom Of The Transmission Housing

Some 2013 - 2014 Escape and Fusion vehicles equipped with a 1.6L GTDI engine and 2014 Fusion equipped with 1.5L GTDI engine may exhibit an accumulation of fluid at the bottom of the transmission housing. If fluid is sticky and honey-colored, it is likely either excessive grease applied to the torque converter hub, or rust inhibitor applied to the flexplate during manufacturing. Clean the fluid from the transmission housing using Motorcraft╫ Metal Brake Parts Cleaner. No additional repair is necessary. If fluid is slick and less viscous, it is likely either engine oil or transmission fluid. Refer to Workshop Manual, Section 303-00 or 307-01 for normal diagnostics.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
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44565 2013-2014 C-MAX - Frozen Or Delayed Update Of Radio Station Display

Some 2013-2014 C-MAX vehicles may exhibit an intermittent concern while changing radio stations. The station changes but the screen display does not reflect the station change. The screen may eventually display the correct frequency or channel after a few minute delay. This may occur on FM, AM bands and/or Sirius channels. To correct the condition reprogram the Audio Control Module (ACM) to the latest calibration using IDS release 90.04 and higher. Calibration files may also be obtained at www.motorcraft.com. For warranty claiming use causal part 19C107, and use the applicable 12651D labor operations in Section 10 of the SLTS Manual for the vehicle.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR MAY 2014

44545 2014 Transit Connect - Raised Crossbars

Some 2014 Transit Connect vehicles may include raised crossbars which were placed inside the vehicle from the manufacturer, as listed on the loose items content checklist. Do not install these during Pre-Delivery. The cross bars should be installed only as needed by the customer. Refer to the instruction sheet included with the cross bars for additional information. Operating the vehicle at all times with the cross bars installed may create wind noise concerns and negatively affect fuel economy. In addition, please check the part number on the carton to verify it is correct for the vehicle. If part number is AM5J-55A062-AB, this is incorrect and will not fit the vehicle. Order the correct service part number, VDT1Z-9955100-A.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
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44564 2011-2014 Explorer,Taurus,Flex,Edge,MKX,MKT,MKS Workshop Manual Updates For Rear Brake Service

Some 2011-2014MY Explorer/Taurus/Flex/Edge/MKX/MKT/MKS vehicles may exhibit a rear brake drag condition due to corrosion build-up between the brake pad and anchor bracket. Verify that the brake pads and anchor brackets are free from corrosion or debris and that they slide with minimal resistance. Use the Rear Caliper Piston Adjuster tool per Workshop manual section 206-04 to compress the piston and verify it is moving freely and not the cause of the brake drag. A moderate to heavy force toward the caliper piston must be applied. If sufficient force is not applied, the internal park brake mechanism clutch cone will not engage and the piston will not compress. Make sure the piston notch is aligned with the pad pin, or caliper drag will result. Please reference the online workshop manuals for the latest repair information.

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44556 2014-2015 F-250/F-350 4X4 Crew Cab/Regular Cab/Super Cab With 156" Wheelbase - Transfer Case Rear Output Seal Noise - Built On Or After 01/07/2014

Some 2014-15 F-250/F-350 4X4 Crew Cab/Regular Cab/Super Cab Vehicles with 156" Wheelbase (Transfer case with slip yoke rear output only) built after 1/7/2014 may exhibit customer symptom of squeal noise, mainly noticeable between 35-55 MPH (56-88 KPH) after initial cold soak start up. For these conditions, raise vehicle on a hoist per Workshop Manual (WSM) Section 100-02. Check for some wetness near the rear transfer case output seal (Base-7B215) for residual lubrication used during vehicle assembly. If evidence of grease around seal is present and no damage to the seal, this is normal. Refer to NVH (WSM) Section 100-04 for diagnostics. If no evidence of grease on the seal and no seal damage is present, lubricate output seal with Motorcraft® Multi-Purpose Grease XL-5 per (WSM) Section 308-07B. Use available service labor times.

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR MAY 2014

44557 2013 Escape - Potential FEAD Belt Mis-Installations During Service On The 1.6L GTDI.

During any related service on a 1.6L GTDI, if the Accessory Drive Belt is not positioned and installed correctly on the Accessory Drive Belt Tensioner pulley, it may contact the tensioner arm causing the belt and tensioner to overheat from friction. The heat will also transfer to the tensioner pulley causing pulley failure. Care must be taken to position and install the Accessory Drive Belt properly. Refer to Workshop Manual, Section 303-05. Note: In the event of failure of the Accessory Drive Belt Tensioner, the Accessory Drive Belt should be replaced, as well.