

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR AUGUST 2015

45259 2015 F-Super Duty / 2016 Econoline TorqShift6 - High Pitch Whine Or Chirping Noise At Or Below 32 Km/h (20 MPH) Built On 4/1/2015 And Through 5/1/2015

Some 2015 F-Super Duty and 2016 Econoline vehicles equipped with a TorqShift6 transmission and built on 4/1/2015 and through 5/1/2015 may exhibit a high pitched whine or chirping noise audible at 32 Km/h (20 MPH) or below. This noise follows output shaft speed, can be heard in both drive and coast conditions and does not change pitch during upshifts. This concern may be due to the output shaft bearings. Replace both output shaft bearings (Base 7A415). Use applicable labor operations from Section 7 of the Service Labor Time Standards (SLTS) manual.

45261 2013-2016 Escape And 2015 Edge - Compact Disc Player Failure To Eject Disc

Some 2013-2016 Escape and 2015 Edge 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, check for misalignment of the CD player to instrument panel center middle trim panel. Refer to WSM, Section 501-12 for removal and installation. Attempt to eject the CD while the trim panel is removed. If the CD ejects, realign the Audio Front Control Module (ACM) for proper alignment of the panel to the CD slot and do not replace the ACM. If the CD does not eject with the front panel removed, reset the ACM by disconnecting ACM connectors, wait 10 seconds and reconnect the ACM connectors and attempt CD removal. If CD does not eject after reset, follow normal WSM diagnostics. Use applicable labor operations from Section 11 of the SLTS manual.

45266 2015 Transit - 3.2L Diesel - Malfunction Indicator Light (MIL) On - Diagnostic Trouble Code (DTC) P204F

Some 2015 Transit 3.2L diesel equipped vehicles may exhibit the MIL illuminated with DTC P204F. The DTC P204F on the Transit 3.2L diesel equipped vehicles is an informational DTC and is set only if DTCs are present in the Reductant Dosing Control Module (RDCM), also referenced as a Dosage Control Unit (DCU) in the PC/ED. Any DTCs present in the RDCM will need to be diagnosed, repaired, and cleared before DTC P204F will clear from PCM DTCS. If Diesel Exhaust Fluid System warning message is visible in the Instrument Cluster (IC) or Message Center after resolving DTCs, perform the Exhaust Fluid System Fault Procedure Drive Cycle procedure referenced in PC/ED Description and Operation-Section 2- Diagnostic Methods. A correction to the PC/ED manual is under development to clarify module name and DTC description.

45268 2015-2016 Escape - Built On 3/1/15 Through 7/30/15 - Battery Drain/No Start - Possible IPC Concern

Some 2015-2016 Escape vehicles built on 3/1/15 through 7/30/15 may exhibit an intermittent battery draw which can result in a dead battery/no start condition.

This may be due to a cluster reset which is waking up the vehicle buss. This will be seen as a cycling battery draw which will reach a high of 2.0-3.0 amps then will drop back down to normal levels. Reference Workshop Manual (WSM), Section 414-01 for normal diagnostics. The battery draw should go away by disconnecting fuse F69 or the IPC. Engineering is aware of this concern and is investigating. Continue to monitor OASIS for future updates.

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45270 2015-2016 F-Super Duty Vehicles Equipped With 6.7L Diesel - Runs Rough During Exhaust Regeneration Process - Updated Calibration Due 1Q 2016

Some 2015-2016 F-Super Duty pickups equipped with 6.7L diesel engines may exhibit a runs rough condition during exhaust regeneration. This condition may occur when the vehicle is idled for prolonged periods of time or when frequently driven short distances that don't allow the regeneration cycle to complete. A calibration to address this concern is expected to be available in late March 2016. For customers that insist on a repair it is allowable to perform TSB 15-0124 until the calibration TSB becomes available. To avoid a repeat occurrence customers need to be reminded to follow the drive cycle recommendations in the Customer Information Sheet that is included with TSB 15-0124.

45274 2015 F-150 Lariat/Platinum/King Ranch - Climate Control Seats - Front Seat Backrests Not Cooling

Some 2015 F-150 Lariat/Platinum/King Ranch vehicles equipped with climate controlled seats, may exhibit a lack of cooling from the front seat backrests. Using the Integrated Diagnostic System (IDS) tool check for any continuous Diagnostic Trouble Codes (DTCs) and attempt to clear them with the IDS first. If any DTCs return then follow the normal diagnostics in Workshop Manual, Section 501-10A. If there are no DTCs present or no DTC's return and the front seat backrests exhibit a lack of cooling, do not make any further repair attempts. Engineering is aware of this concern and is investigating. Continue to monitor OASIS for future updates.

45275 2014-2016 Fusion Titanium Hybrid And Titanium Energi - Reduced Subwoofer Volume in Electric Vehicle (EV) Mode - Built On Or Before 8/7/2015

Some 2014-2016 Fusion Titanium Hybrid and 2014-2016 Fusion Titanium Energi vehicles built on or before 8/7/2015 equipped with Sony Premium Audio may exhibit a concern of decreased subwoofer performance or decreased subwoofer volume when the gas engine turns off or when the vehicle is in EV mode. To correct the concern update the Audio Digital Signal Processing module (DSP) to the latest calibration using IDS version 96.02 or higher. Calibration files may also be obtained at www.motorcraft.com. Use applicable 18805D labor ops from Section 11 of the SLTS manual and use causal part 18A849 for reflash only.

45276 Accessory (Wireless) Keyless Entry Keypad is available with Remote Keyless Entry (RKE) only and the retrieval of Master Code.

The Accessory (Wireless) Keyless Entry Keypad can only be used with vehicles that are factory built with Remote Keyless Entry (RKE) without passive entry/passive start (Intelligent Access). The master code for the Accessory (Wireless) Keyless Entry Keypad can be retrieved from FMCDealer - Parts and Service - Parts Product Line Information - Keys/Entry Devices - Aftermarket Keyless Entry Keypad Code Access. Access to this site is granted through Dealer Program Enrollment System (DPES) and Dealer Principal, General Manager or Parts and Service Director can authorize users. Once authorized the retrieval process for master code can be obtained. The master code for the Accessory Keyless Entry Keypad cannot be retrieved from the body control module(BCM) with a diagnostic tool.

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45277 2013-2016 Edge, Flex, MKX, MKS, MKT, MKZ, Taurus, Police Sedan, Explorer, Police Utility - 6F50/6F55 Transmission Fluid Leak From Converter Housing

Some 2013-2016 Edge, Flex, MKX, MKS, MKT, MKZ, Taurus, Police Sedan, Explorer, or Police Utility equipped with a 6F50/6F55 transmission may exhibit a transmission fluid leak from the converter housing area. To properly diagnose, refer to the updated Workshop Manual, Section 307-01 for leakage inspection. If the leak is found to be from the converter hub seal in the transmission housing, an improved seal is available, part number 7T4Z-7F401-B. The converter hub should be inspected for visible damage or measurable wear. The torque converter can be re-used with just a 7F401 hub seal replacement.

45288 2015 F-150 - Heated Steering Wheel Maximum Temperature Setting Available As A Programmable Parameter

2015 F-150 vehicles have a programmable parameter available in the Heated Steering Wheel Module (HSWM) to select the maximum temperature setting of the heated steering wheel option. The two available temperature selections are warm or full-hot. Use IDS level 96.01 or higher to access the personality section of the programmable parameters in the HSWM.

45289 2014-2015 Fiesta With Automatic Transmission Engine Oil Minder - Oil Change Now Indicator Message Inoperative - Built On Or Before 06/01/2015 - Update Available

Some 2014-2015 Fiesta with automatic transmission vehicles built on or before 6/11/2015 may exhibit an oil change now indicator message that is inoperative. Ensure that FSA 15B22 has been performed. This calibration includes an update to the PCM which will resolve the concern. For vehicles equipped with a 1.0 GTDI the ICP will need to be reprogrammed also. Refer to section 10 of the service labor time standard for appropriate labor times.

45290 2015 Edge - Reverse Lamp Assembly Replacement - Rear View Camera - Inoperative Gridlines And/OR DTC B115E - Rear View Camera Configuration

Some 2015 Edge vehicles equipped with rear view camera may require the rear view camera configuration to be completed when replacing the reverse lamp assembly. Active grid lines may not show and/or DTC B115E:55 may be present if not configured. If the new reverse lamp assembly comes equipped with a new camera, the new camera will need to be configured using the IDS tool. To configure the new camera, go to the Toolbox tab, Electrical, Service Functions, and LIN New Module Initialization. If the new reverse lamp assembly is not equipped with a new camera, then the original camera should be swapped from the old reverse lamp assembly to the new reverse lamp assembly. When transferring the original camera from the old reverse lamp assembly to the new reverse lamp assembly, the rear view camera configuration does not need to be performed.

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45291

Escape And Transit Connect - Front Seat Belt Blocked

Should a Customer complain about the front seat belt being blocked, this may be the activation of the back-locking effect (belt retractor safety system). Please follow these steps: If the belt height adjuster is not in the lowest position; move down to this position. If belt height adjuster is already at the lowest position, pull out continuous and strongly the webbing approximately 20 mm. and let the seatbelt retract again. Then re-check seat belt function. If it is Ok, the issue is fixed. If it is not Ok, you have to replace the seat belt. Refer to Workshop Manual (WSM), Section 501-20A for additional information on the Automatic Locking Retractor (ALR) mode functional test operation.

45295

2013-2016 Escape - Glovebox Door Misalignment Due To Right Or Left Side Catch/Striker Assembly Coming Loose

Some 2013-2016 Escape vehicles may exhibit a concern with glovebox door misaligned/loose on the right or left side due to the glovebox catch/striker coming loose. This part is available as a separate service component. The entire glovebox assembly does not need to be replaced. If a vehicle comes in for this condition, order part number CJ5Z-9906064-AB (RH) or CJ5Z-9906064-AA(LH).

45296

2013-2015 F650/F750, F53 Motorhome/F59 Commercial Stripped Chassis, F450/F550 Super Duty And Econoline equipped with 6.8L Engines - Multiple Diagnostic Trouble Codes (DTCs)

2013-2015 F650/F750, F53 Motorhome/F59 Commercial Stripped Chassis, F450/F550 Super Duty And Econoline, equipped with 6.8L engines may exhibit an illuminated Malfunction Indicator Light (MIL) with Diagnostic Trouble Codes (DTCs) P061A, P061B, P0102, P0103, P0104 and/or P0171, P0174 without DTC P0068 stored in Powertrain Control Module (PCM) memory. If unable to determine root cause of DTCs after performing Powertrain Control/Emissions Diagnosis (PC/ED) pinpoint test (PPT), Perform PC/ED PPT DV for DTC P0068 for further diagnostics.

45300

2014-2016 Escape, 2015-2016 F-150/Navigator - Chrome Appearance Physical Vapor Disposition (PVD) Wheels - Cleaning Tip

2014-2016 Escape, 2015-2016 F-150 and Navigator may be equipped with chrome appearance, PVD wheels. The use of some off-the-shelf or concentrated Wheel/Tire cleaning and/or polishing products may damage these wheels. Products containing Hydrofluoric Acid and products intended to clean or polish chrome wheels should not be used to clean or shine chrome appearance wheels. Sticky residue remaining on wheels after protective shipping cover removal should only be removed using Motorcraft Bug and Tar Remover and Isopropyl Alcohol. For best results, soak the affected area with Motorcraft[®] Bug and Tar Remover and allow to soak for at least 1 minute. Wipe clean with a soft cloth using moderate pressure. Repeat as needed. Any smudging left behind by Motorcraft[®] Bug and Tar Remover can be removed with Isopropyl Alcohol and a soft cloth.

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45302 2016 Escape and Lincoln MKC - SYNC 3 Equipped Unresponsive Touch Screen Or Touch Screen Reacts With No User Input Or Delayed SYNC 3 System Start-Up

Some 2016 Escape or Lincoln MKC vehicles built with SYNC 3 may have a symptom of an unresponsive touch screen or a touch screen that is acting as if it was being touched with no user input or a delayed SYNC 3 system Start-up. Using the Integrated Diagnostic System (IDS) tool check for any continuous DTCs, and attempt to clear them with IDS first. If DTC s are present that will not clear then follow the normal diagnostics in Workshop Manual, Section 415. If there are no DTCs or DTCs clear and do not return, do not make any further repair attempts. Engineering is aware of this concern and is investigating. Continue to monitor OASIS for future updates.

45304 2015 Edge - Reverse Lamp Removal and Installation Online Workshop Manual (WSM) Procedure Updated - Refer to WSM Section 417-01

For 2015 Edge vehicles refer to the online WSM when removing and installing a reverse lamp assembly. The procedure for removal and installation listed in the online WSM, Section 417-01, has been updated to include a tightening sequence for the reverse lamp fasteners. Failure to follow the proper tightening sequence may result in damage to the reverse lamp assembly.

45306 2011-2016 F-Super Duty - 6.7L Diesel - Fuel Knock Noise At Idle With Various Diagnostic Trouble Codes (DTCs) - Fuel Mass Adaptation

Some F-Super Duty vehicles with 6.7L diesel engines may exhibit a fuel knock type noise at idle with various cylinder contribution/balance DTCs and/or Fuel Injector Offset Learn DTCs. To resolve this issue please use the following procedure:
1) Make sure ECT1 and EOT are above 176°F (80°C). 2) Using the IDS or equivalent service tool, run the Manual Injector Balance Test/Enhanced Power Balance Test under Toolbox, Powertrain, Power Balance. If the noise is gone after running the test, then clear the High Pressure Side Min. Fuel Mass Adaptation tables for All Cylinders, and the Crankshaft Position Sensor under Toolbox, Powertrain, Service Functions, Reset, Clear Specified Function. Release the vehicle back to the customer. If the noise does not improve, follow Pin Point Test (PPT) M in the online PC/ED. Use available Labor times.

45307 2015 F-150 - Tailgate Step Pops Up While Driving, Binds While Extending And/Or A Release Button That Sticks.

Some 2015 F-150 vehicles may exhibit a tailgate step that pops up while driving, binds while extending and/or a release button that sticks. The Workshop Manual (WSM) has been updated with improved tailgate step adjustment procedures. Refer to WSM Section 501-04.

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45308 2015-2016 Escape - Built On 3/1/15 Through 7/30/15 - Instrument Panel Cluster (IPC)
Battery Drain/No Start

Some 2015-2016 Escape vehicles built on 3/1/15 through 7/30/15 may exhibit an intermittent battery draw which can result in a dead battery/no start condition.

This may be due to a cluster reset which is waking up the vehicle buss. This will be seen as a cycling battery draw which will reach a high of 2.0-3.0 amps then will drop back down to normal levels. Disconnect fuse F69 or the IPC to see if the battery draw goes away. If so, reprogram the IPC module to the latest calibration using IDS release 96.05 and higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com. Use causal part 10849 and use applicable 12651D labor operations in section 10 of the SLTS manual.

45309 2015-2016 MKZ, 2015 MKC - Missing Artist/Title/Track Information In The Instrument
Cluster Message Center

Some 2015-2016 MKZ and 2015 MKC vehicles may exhibit a concern with missing Artist/Title/Track information in the instrument cluster message center. Reprogram the Instrument Panel Cluster (IPC) module to the latest calibration using IDS release 96.05 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com. Use causal part 10849 and use applicable 12651D labor operations in section 10 of the SLTS manual.

45310 2012-2015 F150, Expedition and Navigator - Integrated Wheel End (IWE)- Service
Part Kit Awareness

2012-2015 F150, Expedition and Navigator vehicles which require IWE replacement can be serviced by ordering new IWE service kit 7L1Z-3C247-B. This service kit contains all associated parts needed for IWE replacement, including new IWE bolts and axle nut. Refer to WSM, Section 308-07A. Refer to Service Labor Time Standards (SLTS) Section 7 for applicable labor operations.

45313 2015 Escape - Digital Speedometer Inoperative/Missing After Instrument Cluster
Panel (ICP) Module Reprogramming Between 6/24/15 And 7/16/15

Some 2015 Escape vehicles may exhibit an inoperative/missing digital speedometer if ICP module reprogramming was performed between the dates of 6/24/2015 and 7/16/2015. To correct this condition connect the Integrated Diagnostic System (IDS) and use the following procedure. Select Module Programming > Programmable Parameters > Car Configuration Parameters > Vehicle Configuration > Retrieve PTS derived ASBUILT data using an IDS at 96.02 or higher ensuring that the laptop is connected to the internet.

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45314 2015 Escape - Digital Speedometer Inoperative/Missing After Instrument Cluster Panel (ICP) Module Reprogramming Between 6/24/15 And 7/16/15

Some 2015 Escape vehicles may exhibit an inoperative/missing digital speedometer if ICP module reprogramming was performed between the dates of 6/24/2015 and 7/16/2015. To correct this condition connect the Integrated Diagnostic System (IDS) and use the following procedure. Select Module Programming > Programmable Parameters > Car Configuration Parameters > Vehicle Configuration > Retrieve PTS derived ASBUILT data using an IDS at 96.02 or higher ensuring that the laptop is connected to the internet.

45316 2016 F-Super Duty Vehicles Equipped With SIRIUS[×] Satellite Radio - Built On 6/26/2015 And Through 7/21/2015 - Radio Is Inoperative And/Or Not Responding

Some 2016 F-Super Duty Vehicles, Equipped With SIRIUS Satellite Radio, built on 6/26/15 through 7/21/15 may exhibit a SIRIUS[×] Satellite Radio that is Inoperative and/or not responding. This may be attributed to the Radios As-Built data. To correct these conditions, ensure you are connected to the internet and the IDS is at latest release 96.04 or higher. With the IDS updated, use the following steps to update the radio. Select Module Programing>As Built>ACM and Select NO If IDS asks were you sent here for part numbers or from another procedure>Select Automatic>Hit tick mark and follow IDS prompts. Retest the satellite radio module operation. For warranty claiming use causal part 19C107, and applicable 18805D labor operation(s) in Section 10 of the SLTS Manual for the vehicle.

45317 2016 MKZ/MKX/MKC - MKZ Battery Draw - Telematics Control Unit DTC U2100 And/Or U2101

Some 2016 MKZs built on or before 8/6/2015, 2016 MKCs built on or before 8/25/2015, or 2016 MKX vehicles equipped with a Telematics Control Unit (TCU) may exhibit a MyLincoln Mobile App that is unable to connect to the vehicle with DTC(s) U2100 and/or U2101 present in the TCU. Some 2016 MKZs may also exhibit a battery draw that can be isolated to the TCU with or without DTCs U2100 or U2101 present. To correct the concern, program the TCU to the latest calibration using IDS version 96.05 or higher. Use applicable labor operations from Section 10 of the SLTS Manual and causal part 19A387. To determine if equipped, refer to the window sticker which can be accessed through HVBOM. The window sticker will refer to the TCU as an Embedded Modem and is only included in the Reserve or Black Label equipment groups.

45318 2016 Transit Equipped With Navigation And SYNC 3 Navigation Repeater Information Feature Disabled Vehicles Built On Or After 8/12/2015

2016 Transit vehicles equipped with Navigation and SYNC 3 and built on or after 8/12/2015 have the navigation repeater information that is normally displayed in the Instrument Panel Cluster (IPC) message center disabled at this time. The navigation route guidance will still be displayed on the SYNC 3 display screen. No repairs should be attempted on a customer symptom of IPC message center missing navigation repeater information. Engineering is aware of this concern and is investigating. Continue to monitor OASIS for future updates.