

ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR APRIL 2016

45732	Some 2016 Escape vehicles equipped with AM/FM/CD or Sync with a 4.2 inch screen may exhibit a blank screen and no audio after a crank event. Pressing the radio power button twice regains function. Engineering is currently investigating this concern through the quicker service fix (QSF) process. Until a new service procedure and/or parts are available do not attempt repair. Refer to Workshop Manual (WSM) Section, 415-00 for normal diagnostics. To assist with the investigation use the Report A Vehicle Concern link at the bottom of the Oasis report and submit a Global Concern Report (GCR). Continue to monitor OASIS for updates.
45733	Some 2015-2016 Transit vehicles equipped with a 3.2L Duratorq-TDCi engine may exhibit an illuminated MIL with DTC P040D caused by a failed exhaust gas recirculation temperature sensor (EGRT11). EGRT11 sensor improvements are under development. In the meantime, dealers are advised to replace the EGRT11 on Transit vehicles with a P040D without performing pinpoint tests.
45735	Some 2009-2014 F150 Crew Cab vehicles that require replacement of the lower rocker panel and/or cab corners no longer need the entire door frame/opening panel (211A10/1) replaced. A new lower level service rocker patch panel, part number EL3Z-16211A80-A (RH) or EL3Z-16211A81-A (LH) is now available to order.
45736	Some 2014-2016 Escape/Fusion/Explorer/MKC/MKT/MKZ/Taurus/Transit Connect/Edge vehicles equipped with a 6F35 transmission may exhibit harsh reverse engagement and/or harsh or delayed shifts into 3rd and/or 5th gear with no DTCs present. Using a scan tool, identify the shift solenoid (SS) band numbers of SSB, SSD and torque converter clutch (TCC) solenoids. Record bands for use when ordering parts. Remove the main control valve body. Disassemble and thoroughly clean the valve body and solenoid body to remove any contaminants. Replace SSB, SSD and TCC. Identification of solenoid position is provided in the Workshop Manual (WSM) section 307-01 and instruction sheet packaged with solenoids. Using a scan tool, clear transmission adaptive tables. Claim applicable labor operations in Service Labor Time Standards (SLTS) section 7.
45737	Some 2015-2016 F-Super Duty vehicles equipped with a 6.7L diesel engine may exhibit DTC P0170 (Fuel Trim - Bank 1) in the Powertrain Control Module (PCM). If any other DTCs are currently present or set during diagnostic procedures for P0170, diagnose and repair those DTCs first. Engineering is investigating this concern and until a new service procedure and/or parts are available, validate Mass Air Flow (MAF) sensor and Exhaust Gas Recirculation (EGR) valve operation by referencing values in PC/ED pinpoint test steps W9, J7 and J9, then validate exhaust and air intake system operation by referencing pinpoint test KA starting at KA2. If no concerns are found within those systems, complete the recommended diagnostics from the online PC/ED for DTC P0170. Continue to monitor OASIS for updates for latest information and diagnostic direction.
45739	2015 Escape vehicles built on or before 5/20/2015 were not equipped to support the sensing of low washer fluid level. No attempt should be made to perform diagnostics or make the system operational.
45742	Some 2016 MKX vehicles built on or before 11/12/2015 may not have the ability to enable/disable the auto folding mirrors in the vehicle settings menu of the instrument cluster. To correct the condition use IDS version 99.02 or higher. Select Module Programming - Programmable Parameters - Power Mirrors - Enable. Once the auto folding mirrors are enabled using IDS, the selection to enable/disable the auto folding mirrors will display in the vehicle settings menu of the instrument cluster. If the auto folding mirrors are disabled in the vehicle settings menu of the instrument cluster, the Lincoln welcome mat will not function. This is normal operation. For warranty claiming, use causal part 10849 and applicable labor operations in the SLTS Manual Section 10.

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45744	<p>Some 2015-2016 F-Super Duty equipped with a gas engine built on or before 3/16/2016 may exhibit a check coolant additive or fuel filter change required notifications in the message center. To address this concern, update the as-built data in the Instrument Panel Cluster (IPC) using IDS. Make sure you are connected to the internet when programming as built data. During update process, when prompted by IDS to use manual or automatic data retrieval, select automatic to obtain the latest configuration. Use applicable labor operations in section 10 of the SLTS manual and causal part 10849.</p>
45745	<p>Some 2015-2016 F-Super Duty equipped with a diesel engine built on or before 3/16/2016 may be missing the check coolant additive or fuel filter change required notifications in the message center. To address this concern, update the as-built data in the Instrument Panel Cluster (IPC) using IDS. Make sure you are connected to the internet when programming as built data. During update process, when prompted by IDS to use manual or automatic data retrieval, select automatic to obtain the latest configuration. Use applicable labor operations in section 10 of the SLTS manual and causal part 10849.</p>
45746	<p>Some 2015-2016 MKC vehicles equipped with memory mirrors built on or before 12/7/2015 may experience a ratcheting/clicking noise from the exterior mirror(s)glass when one or more of the following actions occur: vehicle unlocked, vehicle first started, memory mirror buttons activated or when power fold mirrors are operated. Reprogram the driver door module (DDM) and/or passenger door module (PDM) with latest calibration using IDS release 100.01 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 14B291 and refer to section 10 body/chassis/electrical in the SLTS manual for applicable labor operations.</p>
45747	<p>Some 2016 MKX vehicles equipped with a Revel audio system and built on or before 3/31/2016 may exhibit a condition where the fade, speed compensating volume, and/or navigation prompt volume setting(s) return to default after the vehicle goes to sleep. The liftgate chime may also sound at full volume when entering the vehicle. To correct the condition, program the digital signal processing (DSP) module to the latest calibration using IDS version 99.03 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest calibration. Calibration files may also be obtained at www.motorcraftservice.com. For warranty claiming, use causal part 18B849 and applicable labor operations in the SLTS Manual, Section 10.</p>
45748	<p>Some 2016 F-150 vehicles equipped with 107 mm (4.2 inch) centerstack infotainment display and pro trailer backup assist built on or before 12/19/2015 may exhibit a rear parking aid camera with an inoperative manual zoom. To correct this concern, reprogram the Front Control Display Interface Module (FCDIM) to the latest calibration using IDS release 99.05 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 component 10D885 and applicable labor operations in section 10 of the SLTS manual.</p>
45750	<p>Some 2016-2017 Escape/MKC vehicles built on or after 1/12/2016 may exhibit a growl or rubbing noise from the wheel assembly after predelivery inspection has been performed to remove the brake rotor covers. This may be due to the brake caliper spring becoming dislodged and rubbing the wheel. The Brake Rotor Cover Removal Process is being updated on PTS to not use tools when tearing/removing the rotor covers which could damage the wheel or dislodge brake components. In addition, turn each tire/wheel by hand after the rotor cover removal to verify there is no contact/rubbing between the brake caliper components and wheels.</p>

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45751	<p>The EV Range being displayed after fully charging a 2012-2016 Focus Electric, 2013-2016 C-MAX Energi or 2013-2016 Fusion Energi may vary after each charging event. A variation of EV range does not indicate a battery or charging concern. EV range is similar to the Distance To Empty indication on a gasoline vehicle and the EV range will vary with vehicle operating conditions. Conditions that impact EV driving range include: cooler outside temperature, terrain, driving style, city or highway driving, tire pressure, and use of accessories. Low roll resistance tires are what we put on the vehicles. If the customer replaces the tires with a more aggressive tread the range will suffer. Using the cabin heater and A/C, which are electric, will also decrease EV range. To temporarily remove the impact of driving/climate history, reset the Lifetime Summary or Driving History by using the Settings menu on the left side of the instrument cluster, under Display.</p>
45753	<p>2015-2016 Focus the following was added to the 2nd Printing of the 2016 Owners Guide. "When wiping on dry glass, the wipers may switch to the next lower operating mode (low-speed or intermittent). The previous operation mode may resume after the windshield becomes wet again. The wiper system for Focus has thermal protection built into the wiper motors, which prevents them from overheating. If the customer has the wipers turned on and continues to leave them running after the glass is dry, the wiper system will begin to slow down as the motors heat up, eventually resulting in an Intermittent cycling. The wipers will automatically speed back up when the glass is wet again. No repairs should be attempted to change this design characteristic.</p>
45759	<p>On 2015-2016 F-Super Duty chassis cab vehicles equipped with a 6.7L diesel, indicated by a VIN combination that starts with 1FD, the parts catalog currently has incorrect parts numbers listed for the fuel injectors, high pressure fuel pump and fuel system kit. While the parts catalog is being updated, utilize fuel injector part BC3Z-9H529-A on cylinders 1,2,7 and 8 and injector part BC3Z-9H529-B on cylinders 3,4,5 and 6 only. When servicing the high pressure fuel pump, use BC3Z-9A543-A only. Currently, there is no complete fuel system service kit for chassis cabs, and if a high pressure fuel system requires replacement, components must be ordered separately. Pickup and chassis cab fuel injectors and high pressure pumps are not interchangeable.</p>
45762	<p>Some 2016 C-Max and Focus Electric Vehicle Built On Or Before 04/18/2016, may have 12 Volt and High Voltage batteries with a low state of charge and or an intermittent Battery Draw . Engineering is aware of the concern and developing IDS Software to correct the TCU operation. Replacing the TCU, BCM or any other Modules will not resolve the concern. The batteries might go dead in 9-11 days unless they are being charged or driven.</p>
45763	<p>Some 2017 Escape vehicles equipped with power liftgate may generate a false DTC B1453 when activating the liftgate while in transport mode. This false DTC has no impact on the function of the power liftgate and should be ignored. Do not perform any diagnostics or repairs, and do not replace the Rear Gate Trunk Module(RGTM) or liftgate latch. Deactivate transport mode per Workshop Manual(WSM) Section 419-10, clear DTC B1453 and verify that DTC B1453 is no longer present.</p>
45767	<p>Some 2015-2016 F-150 and Transit vehicles may have a concern where the safety belt retractor webbing does not extract from the stowed position. This may be due to a normal condition which happens when the seatbelt retracts at a high rate of speed. To release the seat belt: 1. Lower the shoulder height adjuster or slowly extract the seat belt webbing to tighten the roll on the retractor. Only a few millimeters are required to release the locked retractor. 2. Allow the extracted webbing to retract and the locked condition will release. By following these instructions the webbing will once again extract freely. If a safety belt concern still exists, refer to Workshop Manual (WSM), Section 501-20A for normal diagnostics.</p>

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45768	Some Transit vehicles may have a no start or remote keyless entry concern due to an un-programmed key. This may be due to a previous key programming attempt to add a key and not a warrantable vehicle concern. Transit vehicles are only produced with an even number of keys 2, 4, or 8. An odd number of keys would confirm that a key was added at some point after production. If an un-programmed key condition is experienced and it is confirmed to be warrantable (no additional key programming attempts have taken place), please submit a Global Concern Report.
45769	Some 2017 Fusion/MKZ/MKC with all audio systems and 2017 Escape with Sony audio systems may exhibit an inoperative audio system after a battery disconnect/reconnect. Audio system operation can be restored by disconnecting the negative battery cable for 2 minutes and reconnecting. If a vehicle service procedure requires a battery disconnect/reconnect ensure radio functionality is verified before vehicle is released to the customer. Engineering is currently investigating this condition through the quicker service fix (QSF) process. Until a new service procedure and/or parts are available do not attempt any other repair or replace parts. To assist with the investigation use the Report A Vehicle Concern link at the bottom of the Oasis report and submit a Global Concern Report (GCR). Continue to monitor OASIS for updates.
45770	Some 2015 and 2016 Mustangs may experience an inoperative Rear Parking Aid Camera, luggage compartment lamp, and/or poor satellite radio reception. Check the 14A005 wire harness at the right deck lid hinge for damage between the package tray harness retaining clip and the deck lid harness retainer clip. Repair the harness following repair guidelines from section 5-1 of the wiring diagram. If equipped with deck lid mounted satellite antenna, make sure the shielding is wrapped on the antenna wires securely after any repair. Secure the harness ensuring it rolls downward into the trunk area when closing the deck lid and does not become trapped between the deck lid and the deck lid opening flange. This concern may be accompanied by Diagnostic Trouble Codes (DTCs) B115E, C1001, and B1A89.
45774	During the dealer Predelivery Inspection it is not expected or required to check the rear axle fluid fill level. The axle fluid fill level is set by the supplier and the addition or topping off of any fluid may overfill the rear axle housing above specification.
45775	Some 2014-2016 Fusion/MKZ/Explorer, 2015-2016 MKC, 2015 Mustang/Edge, 2014-2016 Taurus/MKS/Flex/MKT, and 2016 MKX vehicles equipped with Adaptive Cruise Control (ACC) may briefly reduce speed unexpectedly and/or activate the forward collision warning indicators while the ACC is engaged. To improve system operation, reprogram the Cruise Control Module (CCM) to the latest calibration using the Integrated Diagnostic System (IDS) version 99.03 or higher. After installing the latest software, perform a Horizontal Alignment calibration following the IDS on-screen instructions. Use causal component 9E731 and applicable labor operations from Section 10 of the SLTS manual for reprogram only. Refer to the Owner's Manual for system limitations.
45776	Some 2017 Escape and MKC vehicles equipped with Auto Start-Stop may exhibit Diagnostic Trouble Code(DTC) P1935(Brake Switch/Sensor Signal) stored in Powertrain Control Module memory. If unable to determine root cause after performing Powertrain Control and Emissions Manual(PCED) Pin Point Test QA, do not attempt additional repairs. Do not replace Powertrain Control Module(PCM) or Antilock Brake module(ABS). Clear the DTC and return vehicle to the customer. Engineering is currently investigating this concern. To assist with the investigation use the Report A Vehicle Concern link at the bottom of the Oasis report and submit a Global Concern Report (GCR). Continue to monitor OASIS for updates.
45779	Some 2016 Escape vehicles equipped with AM/FM/CD or Sync with a 4.2 inch screen may exhibit a blank screen and no audio after a crank event. Pressing the radio power button twice regains function. Reprogram the Audio Control Module (ACM) with latest calibration using IDS release 100.01 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 19C107 and refer to section 10 body/chassis/electrical in the SLTS manual for applicable labor operations.

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45780	<p>Some 2016 Mustang GT350-R vehicles may display Driver Selectable Suspension Malfunction Service Required in the instrument panel cluster message center along with DTC C103E:00 when driving with the spacer blocks removed and less than 160 Km (100 miles) on the odometer. Check the vehicle dynamics module (VDM) for the latest calibration using integrated diagnostic system (IDS). 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. Raise the vehicle on a hoist, refer to Workshop Manual (WSM), Section 100-02. Suspension must be unloaded with the wheel/tire assemblies hanging down. Perform the ride height sensor calibration routine. Follow the instructions in the IDS scan tool.</p>
45781	<p>Some 2015-2016 Mustang GT350 vehicles not equipped with the optional Track Package may experience high transmission fluid temperatures from extended high speed or racetrack operation. The PCM will reduce engine power and/or RPM in addition to storing P0218 and P1783 DTCs when this occurs. This should be considered a normal operating condition for vehicles not equipped with an external transmission oil cooler. Customers should be reminded to refer to the owner guide for recommendations on sustained high speed or track use and also possible warranty implications. This notice does not apply to GT350R or GT350 Track Package equipped vehicles.</p>
45782	<p>Some 2016-2017 Ford and Lincoln vehicles equipped with SYNC 3 may exhibit a FDIM that is inoperative or does not operate correctly symptom that may require a test of the LVDS cable as described in Workshop Manual (WSM) Section 415-00. When testing the LVDS cable use only the male 0.5mm Rotunda flex probe (300-08057) or equivalent. Use of any other test probes could damage or spread the LVDS female micro terminals resulting in degraded electrical performance and potential FDIM issues. The blue and tan connectors at both ends of the LVDS cable should be fully seated and locked onto their mating connectors. The WSM is in the process of being updated with the Rotunda flex probe information.</p>
45783	<p>If diagnostics determine power steering pump replacement is required on 2016 Transit vehicles built on 12/15/2015 and through 2/8/2016, replace the reservoir in conjunction with the power steering pump. The reservoir may not have the permanent filter.</p>
45784	<p>Some 2012-2014 Edge/MKX vehicles may exhibit a condition where the climate control temperature is stuck in the full hot or full cold position. Diagnostic trouble codes (DTCs) B1081, B1082, B1083, B1086, B11E5, B11E6, and/or B11E7 may or may not be present in the heating ventilation air conditioning (HVAC) module. Program the HVAC module to the latest level calibration using IDS version 100.01 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. For claiming, use causal part 19980 and applicable labor operation(s) in the Service Labor Time Standards (SLTS) Manual, Section 10.</p>
45787	<p>Some 2015-2016 Transit vehicles may exhibit premature rear brake wear. If a Transit vehicle has all four rear brake pads worn below 3 mm (0.118 in) within 29,000 Km (18,000 miles), please submit a Global Concern Report. Please provide the vehicle distance since last rear brake pad replacement, the current rear rotor thickness, and lining thickness of all four rear brake pads. If possible, include the same data for the front brake pads and a brief description of how the vehicle is operated (such as personal use, highway deliveries or short trip shuttle service). For vehicles built on or before 10/31/2015, also note the location of the machined identifier on the brake caliper anchor plate referenced in TSB 15-0190 for uneven pad wear (inner pads are thicker than the outer pad by 4 mm (0.157 inches) or more).</p>

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45788	<p>Some vehicles equipped with On Board Diagnostics (OBD) misfire monitor neutral profile learning capabilities may experience the MIL illuminating or flashing, accompanied by one or more engine misfire related codes(P030X). These faults can be a result of the crankshaft position sensor profile (MP_LRN) not being relearned after engine and transmission repairs. The MP_LRN data is no longer cleared with a battery disconnect. In order to properly reset the Misfire Profile, a KAM clear must be performed. Repairs that can require relearning of the MP_LRN data with IDS include: crank sensor, trigger wheel, engine timing, and any time the engine or transmission (including DPS6) is removed. From the IDS toolbox select "Powertrain", "Service Functions", then "Misfire Monitor Neutral Profile Correction" and follow the on screen prompts.</p>
45789	<p>Some 2015-2016 F-150 Vehicles may exhibit intermittent blower motor concerns due to low battery voltage. The low battery voltage causes the blower motor strategy to go into a start-up retry sequence every 5 seconds, then shut down completely. Cycling the blower motor switch off and on, or cycling the ignition switch off and on would restart the blower motor strategy. When diagnosing intermittent or faulty blower motor concerns, first ensure the battery is in good condition using the Rotrunda 162-GR1-190 Midtronics battery tester. Then continue normal diagnosis using the Workshop Manual Section 412-00.</p>
45790	<p>Some 2014-2015 Transit Connect vehicles built between 01/27/2014 and 06/04/2015 equipped with the trailer tow package, may exhibit a "trailer brake bulb" fault message when NOT towing a trailer. Reprogram the Trailer Module (TRM) to the latest calibration using Integrated Diagnostic System (IDS) release 100.02 and higher. Calibration files may also be obtained at www.motorcraft.com. Use applicable 12651D labor operations from Section 10 of the SLTS manual, and use causal part 19H332 for reprogram only.</p>