

**SB-10054704-3330****FORD:**

2013 F-150

**ISSUE**

Some 2013 F-150 vehicles equipped with a 3.5L Gasoline Turbocharged Direct Injection (GTDI) engine and with an engine build date of 4/1/2013 and through 9/15/2013, may exhibit a shudder/runs rough concern at hot idle during stop-and-go driving and/or diagnostic trouble code (DTC) P0015 stored. The malfunction indicator lamp (MIL) may or may not be illuminated.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Determine the engine build date. Refer to Workshop Manual (WSM), Section 303-01. Is the engine build date on 4/1/2013 and through 9/15/2013?
  - a. Yes - the engine build date is on 4/1/2013 and through 9/15/2013; proceed to Step 2.
  - b. No - this procedure does not apply. Refer to Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnostics.
2. Replace the Brake Vacuum Pump. Refer to WSM, Section 206-07.

PART NUMBER	PART NAME
DL3Z-2A451-B	Brake Vacuum Pump Assembly
TA-357	Motorcraft® High Performance Engine RTV Silicone
ZC-31-B	Motorcraft® Metal Surface Prep Wipes

OPERATION	DESCRIPTION	TIME
131215A	2013 F-150 3.5L GTDI: Check DTCs And Replace The Brake Vacuum Pump (Do Not Use With Any Other Labor Operations)	0.9 Hr.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage  
Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**DEALER CODING**

BASIC PART NO.	CONDITION CODE
2A451	42

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**3.7L WITH ADAPTIVE CRUISE CONTROL - DTC P061A - BUILT ON OR AFTER 2/6/2012 AND THROUGH 10/17/2013**

**TSB 13-12-16**

**LINCOLN:**

2013-2014 MKS

**ISSUE**

Some 2013-2014 Lincoln MKS vehicles equipped with the 3.7L engine and adaptive cruise control built on or after 2/6/2012 and through 10/17/2013 may exhibit a malfunction indicator lamp (MIL) with diagnostic trouble code (DTC) P061A that may be setting during low speed maneuvers below 32 Km/h when the instrument cluster is set to metric units.

**ACTION**

Reprogram the powertrain control module (PCM) to the latest calibration using IDS release 87.03 and higher. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

**NOTE:**

PLEASE ADVISE THE CUSTOMER THAT THIS VEHICLE IS EQUIPPED WITH AN ADAPTIVE TRANSMISSION SHIFT STRATEGY WHICH ALLOWS THE VEHICLE'S COMPUTER TO LEARN THE TRANSMISSION'S UNIQUE PARAMETERS AND IMPROVE SHIFT QUALITY. WHEN THE ADAPTIVE STRATEGY IS RESET, THE COMPUTER WILL BEGIN A RE-LEARNING PROCESS. THIS RE-LEARNING PROCESS MAY RESULT IN FIRMER THAN NORMAL UPSHIFTS AND DOWNSHIFTS FOR SEVERAL DAYS.

OPERATION	DESCRIPTION	TIME
131216A	2013-2014 MKS 3.7L Ti-VCT: Check DTCs And Reprogram The PCM Includes Time To Clear Codes (Do Not Use With Any Other Labor Operations)	0.3 Hr.

**WARRANTY STATUS:**

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Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**DEALER CODING**

BASIC PART NO.	CONDITION CODE
RECALEM	04

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**FORD:**

2013 C-MAX  
2014 Fusion

**ISSUE**

Some 2013 C-MAX Energi vehicles, and 2014 Fusion Energi vehicles built on or before 11/5/2013 may illuminate the Service Engine Soon lamp accompanied by diagnostic trouble code (DTC) P2183 in the powertrain control module (PCM).

**ACTION**

Reprogram the PCM to the latest calibration using IDS release 87.05 and higher. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

At the Module Reprogramming screen in the IDS service tool, select Program PCM. By selecting PCM the update will be applied to the appropriate modules as required by the software update.

OPERATION	DESCRIPTION	TIME
131217A	2013 C-MAX And 2014 Fusion Energi: Reprogram The Appropriate Modules As Required By The Software Update Includes Time To Clear Codes After Repair (Do Not Use With Any Other Labor Operations)	0.5 Hr.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage  
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**DEALER CODING**

BASIC PART NO.	CONDITION CODE
RECALEM	04

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**FORD:**

2014 Fusion

**ISSUE**

Some 2014 Fusion vehicles equipped with the 1.5L Gasoline Turbocharged Direct Injection (GTDI) engine may exhibit a gurgling, percolating or tapping noise from the fuel tank area while idling, stopping, or during slow parking lot type maneuvers. The condition is only present with the fuel level 7/8 or above and does not affect vehicles equipped with the optional Auto Start/Stop system.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Determine the first character of the Vehicle Identification Number (VIN) to identify the assembly plant that produced the vehicle.
  - a. First character of the VIN is 1, proceed to Step 3.
  - b. First character of the VIN is 3, proceed to Step 2.
2. Connect the Integrated Diagnostic System (IDS) service tool and determine emissions level from the vehicle specification screen. Is the vehicle equipped with Federal Emission or 50 State Emission?
  - a. Federal Emission - This article does not apply. Refer to Workshop Manual (WSM), Section 100-04 for normal diagnostics.
  - b. 50 State Emission - proceed to Step 3.
3. Install the resonator kit. Refer to the instruction sheet included with the resonator kit.

PART NUMBER	PART NAME
DG9Z-9B149-A	Resonator Kit

OPERATION	DESCRIPTION	TIME
131218A	2014 Fusion 1.5L GTDI: Install The Resonator Kit Includes Time To Check VIN And 50 State Emission If Necessary (Do Not Use With Any Other Labor Operations)	1.0 Hr.

**WARRANTY STATUS:**

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**DEALER CODING**

BASIC PART NO.	CONDITION CODE
9002	42

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**LINCOLN:**  
2013 MKZ

**ISSUE**

Some 2013 Lincoln MKZ vehicles may exhibit a concern of the luggage compartment lid lower moulding warping upward at the center. This condition may only be present after the vehicle is exposed to direct sunlight.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Remove the luggage compartment lid lower moulding. Refer to Workshop Manual (WSM), Section 501-08.
2. Replace any damaged retaining clips.
  - a. If any clip towers are broken or encapsulated studs have spun in the housing, the moulding must be replaced before proceeding to Step 3.
3. Remove high mount stop lamp bracket. Refer to WSM, Section 417-01.
4. Lightly scuff the top side of the high mount stop lamp bracket and underside of the luggage compartment lid lower moulding using a 3M™ Scotch Brite pad or equivalent.
5. Clean both surfaces using isopropol alcohol.
6. Apply 3M™ Automotive Adhesion Promoter or equivalent to both surfaces. Allow 90 seconds of drying time before proceeding to the next step.
7. Apply 152 mm (6") of 3M™ Automotive Acrylic Plus Premium Attachment Tape or equivalent to the moulding and leave adhesive backer installed. (Figure 1)
  - a. Firmly press tape into position.

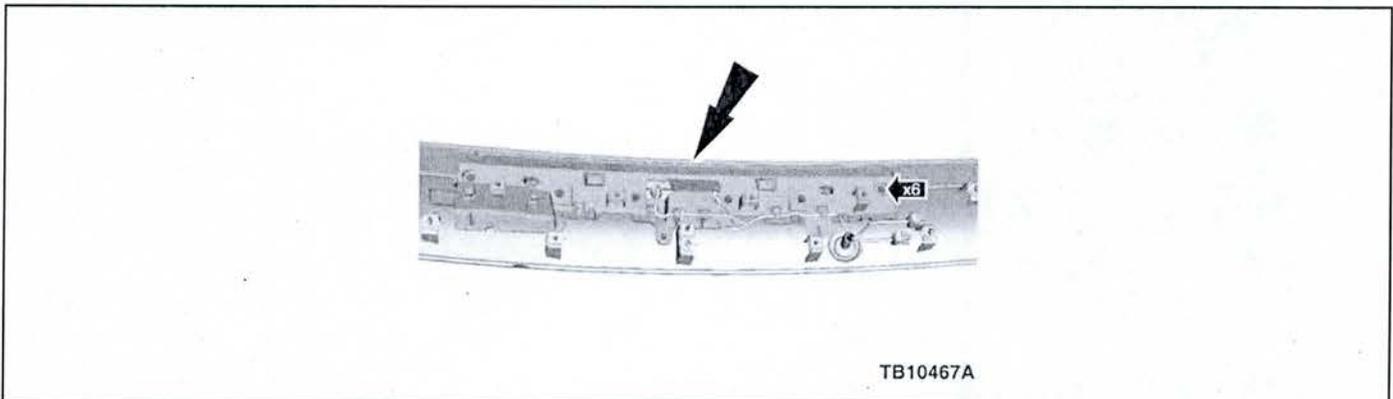


Figure 1 - Article 13-12-19

8. Install high mount stop lamp bracket. Refer to WSM, Section 417-01.
9. Remove tape backer and firmly press two components together to fully seat the adhesive.
10. Install the Luggage Compartment Lid Lower Moulding. Refer to WSM, Section 501-08.

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Obtain Parts Locally	
Part Number	Part Description
3M™ 06388	3M™ Automotive Acrylic Plus Premium Attachment Tape, 1/2 inch x 20 yards, 45 mil
3M™ 06396	3M™ Automotive Adhesion Promoter, Sponge Applicator Packets, 2.5 mL per packet
3M™ 64935	3M™ Scotch-Brite™ 7448 PRO Hand Pads, Ultra-Fine grade, 6 in x 9 in
	Isopropol Alcohol

PART NUMBER	PART NAME
DP5Z-54402A30-AA	Moulding W/Camera
DP5Z-54402A30-BA	Moulding
W716503-S300	Pin

OPERATION	DESCRIPTION	TIME
131219A	2013 MKZ: Secure The Luggage Compartment Lid Lower Moulding Following The Service Procedure Can Be Claimed With Operation B (Do Not Use With Any Other Labor Operations Outside Of This Article)	1.1 Hrs.
131219B	Additional Time To Paint Luggage Compartment Lid Lower Moulding When Replacement Is Necessary Can Be Claimed With Operation A (Do Not Use With Any Other Labor Operations Outside Of This Article)	1.0 Hr.

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**DEALER CODING**

BASIC PART NO.	CONDITION CODE
54402A30	34

**FORD:**

2011 Fiesta

This article supersedes TSB **12-3-6** to update the Service Procedure and Part List.

**ISSUE**

Some 2011 Fiesta vehicles equipped with an automatic transmission and built on or before 1/13/2011 may exhibit a grind/rattle noise from the transaxle in 2nd and 4th gears. In some vehicles the noise may also occur in reverse, in addition to 2nd and 4th gears.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Evaluate the grind/rattle noise.
  - a. Does the noise occur in reverse only?
    - (1) Yes - This article does not apply. Refer to other applicable articles.
    - (2) No - Proceed to Step 1b.
  - b. Does the noise occur in 1st, 3rd, 5th or 6th gear?
    - (1) Yes - This article does not apply. Refer to the Workshop Manual (WSM), Section 307-11 for normal diagnostics.
    - (2) No - Proceed to Step 2.
2. Remove the transaxle assembly. Refer to WSM, Section 307-11.
3. Remove clutch and clutch engagement system bearing unit and actuators. Refer to WSM, Section 307-11.
4. Replace the inner input shaft seal located between both input shafts and the outer input shaft case seal to transmission clutch housing. Refer to WSM, Section 307-11.
5. Install new clutch 1 actuator and clutch 2 actuator assemblies. refer to WSM, Section 307-11.
  - a. The spring retainers and actuator levers are matched sets with corresponding serial numbers.
6. Install new Clutch Assembly Kit, refer to WSM, Section 307-11.
  - a. Release clutch 1 and clutch 2 self adjuster locks. Refer to WSM, Section 307-11. Clutch actuator lever locks must be released before transmission is installed or clutch will not operate.
7. Install the transmission assembly. Refer to WSM, Section 307-11.
8. **NOTE:**  
THE PCM AND TCM ARE A MATCHED SET. PROGRAMMING THE PCM WILL AUTOMATICALLY UPDATE THE TCM.

**NOTE:**

SOME VEHICLES MAY ALREADY BE AT THE LATEST LEVEL CALIBRATION.

Reprogram the powertrain control module (PCM) and transmission control module (TCM) to the latest calibration using IDS release 74.02 and higher. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

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9. **NOTE:**

TRANSMISSION ADAPTIVE LEARNING NO LONGER REQUIRES AN ADAPTIVE DRIVE TO RESET THE CLUTCH ENGAGEMENT POINTS.

**NOTE:**

FAILURE TO PERFORM ALL STEPS OF THE ADAPTIVE LEARNING ROUTINES MAY RESULT IN ERRATIC SHIFTS AND DRIVEABILITY CONCERNS.

Using IDS, select Powertrain, Transmission, Transmission Adaptive Learning and perform each of the following.

- a. Transmission Range Sensor Adaptive Learning.
- b. Shift Drum Adaptive Learning.
- c. Clutch Adaptive Learning.
- d. Exit.

PART NUMBER	PART NAME
W705448-S441	Flexplate-to-Clutch Nuts (2 Pkg Req)
AE8Z-7007-A	Engine-to-Transaxle Separator Plate
2S6Z-9450-A	Exhaust Flange Gasket
W703662S-403	Exhaust Flange Nuts
W709618-S442	Ball Joint Bolt
W520203-S442	Ball Joint Nut
YS4Z-3N324-AA	Bearing Retainer Strap
W520102-S442	Bearing Retainer Strap Nuts
XT-11-QDC	Motorcraft® Dual Clutch Transmission Fluid
AE8Z-1S177-A	Halfshaft Seal Kit (2 Req)
XL-2	Motorcraft® High Temperature Nickel Anti-Seize Lubricant
AE8Z-7B546-C	Dual Clutch Assembly
AE8Z-7064-A	Clutch To Hollow Input Shaft Snap Ring
CA6Z-7515-G	Lever Assembly
CA6Z-7515-H	Lever Assembly
AE8Z-7052-C	Input Shaft Seal Inner
AE8Z-7048-B	Input Shaft Seal Outer

OPERATION	DESCRIPTION	TIME
131220A	2011 Fiesta Automatic Transmission: Road Test To Evaluate Noise, Replace The Inner Input Shaft Seal, Outer Input Shaft Case Seal And Clutch Assembly Includes Time To Reprogram The PCM/TCM And Perform IDS Transmission Clutch Adaptive Learn (Do Not Use With Any Other Labor Operations)	5.9 Hrs.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**DEALER CODING**

BASIC PART NO.	CONDITION CODE
7515	42

**FORD:**

2011-2012 Taurus

**LINCOLN:**

2011-2012 MKS

**FORD:**

2011-2012 Flex

**LINCOLN:**

2011-2012 MKT

This article supersedes TSB **12-10-3** to update the Service Procedure and Part List.

**ISSUE**

Some 2011 and 2012 Explorer, Taurus, Flex, MKS and MKT vehicles built on or after 9/1/2010 and equipped with dual engine cooling fans may exhibit a lack of air conditioner performance while the vehicle is stationary or moving at slow speeds, and/or an overheat condition. Diagnostic trouble codes (DTCs) P0217, P1299 and P1285 may be present.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Using the Integrated Diagnostic System (IDS) with a release of 87.05 and higher, check the PCM for having a later calibration available. Is a later calibration available for the PCM?
  - a. No - Proceed to Step 2.
  - b. Yes - Reprogram the PCM to the latest calibration using IDS release 87.05 and higher. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com). Proceed to Step 2.
2. Using IDS, select Data Logger, select Output State Control, command the Cooling Fan Speed Desired PID to High speed (FAN\_CTRL# or FAN\_DSD# - above 90%) for 1 minute and verify cooling fan operation. Are the cooling fans operating?

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- a. No - please be sure to check the fan assembly for being original equipment manufacturer (OEM). (Figure 1)

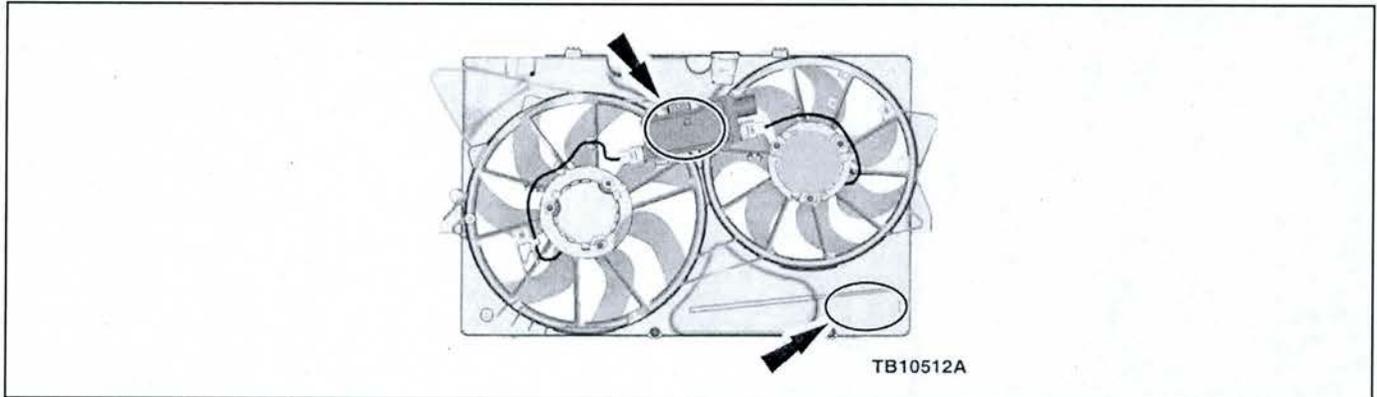


Figure 1 - Article 13-12-21

- (1) For Taurus and MKS vehicles, replace the cooling fan motor and control module assembly. Refer to Workshop Manual (WSM), Section 303-03 and then proceed to Step 5.
- (2) For Explorer, Flex and MKT vehicles, proceed to Step 3.

b. Yes - this article does not apply. Refer to WSM, Section 303-03 for normal diagnostics.

3. Remove the cooling fan motor and control module assembly. Refer to WSM, Section 303-03.
4. Remove the cooling fan control module from the original cooling fan motor assembly and transfer onto the new cooling fan motor assembly. Tighten screw to 7 Nm (60 lb-in).
5. Install the new cooling fan motor assembly. Refer to WSM, Section 303-03.
6. Check coolant level and top off as necessary using the correct coolant type. Refer to WSM, Section 303-03

PART NUMBER	PART NAME
BA8Z-8C607-D	Cooling Fan (Explorer, Flex and MKT)
BA5Z-8C607-C	Cooling Fan and Module (Taurus and MKS)
VC-10-A2	Motorcraft® Specialty Green Engine Coolant (Concentrated)
VC-3-B	Motorcraft® Orange Antifreeze/Coolant (Concentrated)

OPERATION	DESCRIPTION	TIME
131221A	2011-2012 Explorer, MKT, Flex: Inspect Cooling Fan Operation, Replace Cooling Fan, Transfer Electronic Module, And Reprogram The PCM If Necessary (Do Not Use With Any Other Labor Operations)	0.8 Hr.
131221A	2011-2012 Taurus, MKS, Flex, MKT 3.5L GTDI: Inspect Cooling Fan Operation, Replace Cooling Fan, Transfer Electronic Module, And Reprogram The PCM If Necessary (Do Not Use With Any Other Labor Operations)	1.4 Hrs.

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**DEALER CODING**

BASIC PART NO.	CONDITION CODE
8c607	42

**FORD:**

2008-2009 F-53 Motorhome Chassis  
 2008-2010 F-250 , F-350  
 2008-2011 E-350 , E-450 , F-450 , F-550  
 2011 F-53 Motorhome Chassis

**FORD:**

2008-2009 Low Cab Forward  
 2011 F-59 Commercial Stripped Chass

**ISSUE**

Some 2008-2011 TorqShift equipped vehicles built on or before 8/1/2010 may exhibit a malfunction indicator lamp (MIL) on with diagnostic trouble codes (DTCs) P0713 and/or P0710.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Using Integrated Diagnostic System (IDS), check for DTCs P0713 and/or P0710. Are code(s) present?
  - a. Yes - Replace the Transmission Fluid Temperature (TFT) sensor. Refer to Workshop Manual (WSM), Section 307-01.
  - b. No - this article does not apply. Refer to WSM, Section 307-01 for normal diagnosis.

PART NUMBER	PART NAME
BC3Z-7H141-A	TFT Sensor
XT-10-QLV	Motorcraft® MERCON® LV Automatic Transmission Fluid

OPERATION	DESCRIPTION	TIME
131222A	Check DTCs And Replace The TFT Sensor (Do Not Use With Any Other Labor Operations)	1.1 Hrs.

**WARRANTY STATUS:**

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**DEALER CODING**

BASIC PART NO.	CONDITION CODE
7H141	42

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**ENERGI - LACK OF 120V/240V HIGH VOLTAGE BATTERY CHARGING  
AND DTCS P0D08 AND/OR P0D0F****TSB 13-12-23****FORD:**

2013 C-MAX

2013-2014 Fusion

This article supersedes TSB **13-9-13** to update the vehicle model years.**ISSUE**

Some 2013 C-MAX Energi and 2013-2014 Fusion Energi vehicles built on or before 10/14/2013 may fail to charge the high voltage battery using either 120 volt Level-1 Electric Vehicle Service Equipment (EVSE) or 240V Level-2 EVSE. Diagnostic trouble codes (DTCs) P0D08 and/or P0D0F will be present in the battery energy control module (BECM).

**ACTION**

Reprogram the BECM to the latest calibration using IDS release 87.01 and higher. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

At the Module Reprogramming screen in the IDS service tool, select Program PCM. By selecting the PCM the update will be applied to the appropriate modules as required by the software update.

OPERATION	DESCRIPTION	TIME
131223A	2013 C-MAX, 2013-2014 Fusion Energi: Reprogram The Appropriate Modules As Required By The Software Update Includes Time To Clear Codes After Repair (Do Not Use With Any Other Labor Operations)	0.5 Hr.

**WARRANTY STATUS:**

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**DEALER CODING**

BASIC PART NO.	CONDITION CODE
10B687	04

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**FORD:**

2013 C-MAX  
2013-2014 Fusion

**LINCOLN:**

2013-2014 MKZ

**ISSUE**

Some 2013 C-MAX Hybrid vehicles built on or before 10/14/2013 and 2013-2014 Fusion/MKZ Hybrid vehicles built on or before 9/30/2013 may exhibit an illuminated red triangle lamp and possibly a no-start condition. Diagnostic trouble codes P0ADC, P0AE0 and/or P0AE7 will be stored in the battery energy control module (BECM).

**ACTION**

Reprogram the BECM to the latest calibration using IDS release 87.03 and higher. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

At the Module Reprogramming screen in the IDS service tool, select Program PCM. By selecting PCM the update will be applied to the appropriate modules as required by the software update.

OPERATION	DESCRIPTION	TIME
131224A	2013 C-MAX, 2013-2014 Fusion And MKZ Hybrid/Energi: Reprogram The Appropriate Modules As Required By The Software Update Includes Time To Clear Codes After Repair (Do Not Use With Any Other Labor Operations)	0.5 Hr.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage  
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**DEALER CODING**

BASIC PART NO.	CONDITION CODE
10B687	04

NOTE: The information contained in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.



Michael A. Berardi  
Director  
Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

December 9, 2013

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: DELIVERY HOLD - Customer Satisfaction Program 13B12**  
Certain 2013 C-MAX Hybrid Vehicles with 4" Multifunction Display  
Check Battery and Reprogram the Front Control/Display Interface Module (FCDIM)

**PROGRAM TERMS**

This program will be in effect through December 30, 2014. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Certain 2013 model year C-MAX Hybrid vehicles with 4" multifunction display built at the Michigan Assembly Plant from Job #1 through June 26, 2013. (C-MAX Energi vehicles are not affected.) Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on December 9, 2013.

**REASON FOR THIS PROGRAM**

In the affected vehicles, under certain operating conditions, the FCDIM fails to transition to "sleep" state. Instead, the FCDIM stays in "awake" mode, and keeps other vehicle modules in "awake" mode. This can significantly increase the current drain on the 12 volt battery, cause the 12 volt battery to discharge, and may prevent the engine from starting.

**SERVICE ACTION**

Before delivering any of the vehicles involved in this program, dealers are to use the GR-1 battery tester/charger to check battery condition and, if necessary, charge or replace the battery. After verifying battery condition, dealers are to reprogram the FCDIM to the latest calibration using IDS release 85.05 or 86.01 and higher. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of December 16, 2013. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**ATTACHMENTS**

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Owner Notification Letter

**QUESTIONS & ASSISTANCE**

Special Service Support Center (Dealer Assistance Only) .....1-800-325-5621

Sincerely,



Michael A. Berardi

**DELIVERY HOLD - Customer Satisfaction Program 13B12**  
Certain 2013 C-MAX Hybrid Vehicles with 4" Multifunction Display  
Check Battery and Reprogram the Front Control/Display Interface Module (FCDIM)

**OASIS ACTIVATED?**

Yes, OASIS will be activated on December 9, 2013.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on December 9, 2013. Owner names and addresses will be available by January 8, 2014.

**NOTE:** Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

**STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this service action.

**RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this service action performed on a timely basis.

**DELIVERY HOLD - Customer Satisfaction Program 13B12**  
Certain 2013 C-MAX Hybrid Vehicles with 4" Multifunction Display  
Check Battery and Reprogram the Front Control/Display Interface Module (FCDIM)

**ADDITIONAL LABOR TIME**

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

**OWNER REFUNDS**

Refunds are not authorized for this program.

**RENTAL VEHICLES**

Ford Motor Company will pay for one day of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but are not allowed to exceed the stated daily rate. Rentals will only be reimbursed for the day the vehicle is at the dealership for this service. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- For battery replacement, GR-1 approval code is required and should be entered in the approval code field.
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".
- PROGRAM TERMS: This program will be in effect through December 30, 2014. There is no mileage limit for this program.

**DELIVERY HOLD - Customer Satisfaction Program 13B12**  
 Certain 2013 C-MAX Hybrid Vehicles with 4" Multifunction Display  
 Check Battery and Reprogram the Front Control/Display Interface Module (FCDIM)

**LABOR ALLOWANCES****Battery Does Not Need to Be Replaced**

Description	Labor Operation	Labor Time
Check battery with GR-1 charger/tester, reprogram the FCDIM, and perform window motor initialization.	13B12B	0.6 Hours

**Battery Needs to Be Replaced**

Description	Labor Operation	Labor Time
Check battery with GR-1 charger/tester, replace the battery, reprogram the FCDIM, perform Battery Monitoring System (BMS) reset, and perform window motor initialization.	13B12C	0.7 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Quantity
BXT-67R	12 Volt Battery	1

The DOR/COR number for this program is 50526.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: [Ford@Renkim.com](mailto:Ford@Renkim.com).

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

# **DEALER EXECUTIVE SUMMARY**

**DELIVERY HOLD - Customer Satisfaction Program 13B12**  
Certain 2013 C-MAX Hybrid Vehicles with 4" Multifunction Display  
Check Battery and Reprogram the Front Control/Display Interface Module (FCDIM)

## **PROGRAM**

Program Type	Customer Satisfaction
Stop Sale	No
Demonstration Hold	No
Delivery Hold	Yes
Program Expiration	December 30, 2014

## **PARTS & SERVICE**

Parts Required	Yes, the battery may require replacement depending on the results of the GR-1 battery tester.
Parts Available	Yes
Interim Repair Available	Not Required
Repair Universe/Percentage of vehicles expected to require a repair	100% of the affected vehicles to be reprogrammed. Replace battery based on test.
New FSA Special Service Tools Needed	No
Unique Related Damage Provision	No
Labor Time	0.6 to 0.7 Hours

## **CUSTOMER HANDLING**

Towing Reimbursement	Call Special Service Support Center
Rental Assistance	Yes
Refunds Authorized	Not Required
Special Handling	No

## **ADMINISTRATION**

OASIS On	December 9, 2013
Owner Notification	Owner Letters are expected to be mailed the week of December 16, 2013.

## **CERTAIN 2013 C-MAX HYBRID VEHICLES WITH 4" MULTIFUNCTION DISPLAY — CHECK BATTERY AND REPROGRAM THE FRONT CONTROL/DISPLAY INTERFACE MODULE (FCDIM)**

### **OVERVIEW**

In the affected vehicles, under certain operating conditions, the FCDIM fails to transition to "sleep" state. Instead, the FCDIM stays in "awake" mode, and keeps other vehicle modules in "awake" mode. This can significantly increase the current drain on the 12 volt battery, cause the 12 volt battery to discharge, and may prevent the engine from starting.

Before delivering any of the vehicles involved in this program, dealers are to use the GR-1 battery tester/charger to check battery condition and, if necessary, charge or replace the battery. After verifying battery condition, dealers are to reprogram the FCDIM to the latest calibration using IDS release 85.05 or 86.01 and higher.

### **SERVICE PROCEDURE**

#### **Battery Charging and Testing**

1. Position aside the luggage compartment carpet.
2. Disconnect the 12 volt battery. For additional information, refer to Workshop Manual (WSM) Section 414-01.



3. **NOTE:** The Rotunda GR-1 tester/charger **must be connected to battery terminals only**, cables must be removed and no other connections such as body ground can be in the circuit during testing. See Figure 1.

**NOTE:** The 12 volt battery of the vehicle will need to be tested prior to performing module programming. The GR-1 tester/charger will test, and if necessary, charge the battery. It will also diagnose a failed battery that must be replaced. Allow the charger to fully complete testing/charging before continuing.

**NOTE:** If battery replacement is necessary, use the scan tool to carry out the Battery Monitoring System (BMS) reset after the *new* battery is connected.

**NOTE:** For vehicles with window one-touch up, window motor initialization must be performed whenever the battery has been disconnected. For additional information, refer to WSM Section 501-11.

Connect the Rotunda GR-1 tester/charger to the vehicle:

- a. Select "Diagnostic Fast Charge".
- b. Select "Above 250mi (400km)" or "below 250mi (400km)" based on vehicle mileage.
- c. Select battery type "Lead Acid".
- d. Enter Cold Cranking Amp (CCA) rating of 390 CCA.

**Battery Passed Load Test:**

- Allow battery to fully charge.
- After charging is complete, reconnect the 12 volt battery. For additional information, refer to WSM Section 414-01.
- Proceed to "Module Reprogramming" on Page 3.

**Battery Failed Load Test:**

- Record the failure code.
- Replace the battery. For additional information, refer to WSM Section 414-01.
- Proceed to "Module Reprogramming" on Page 3.

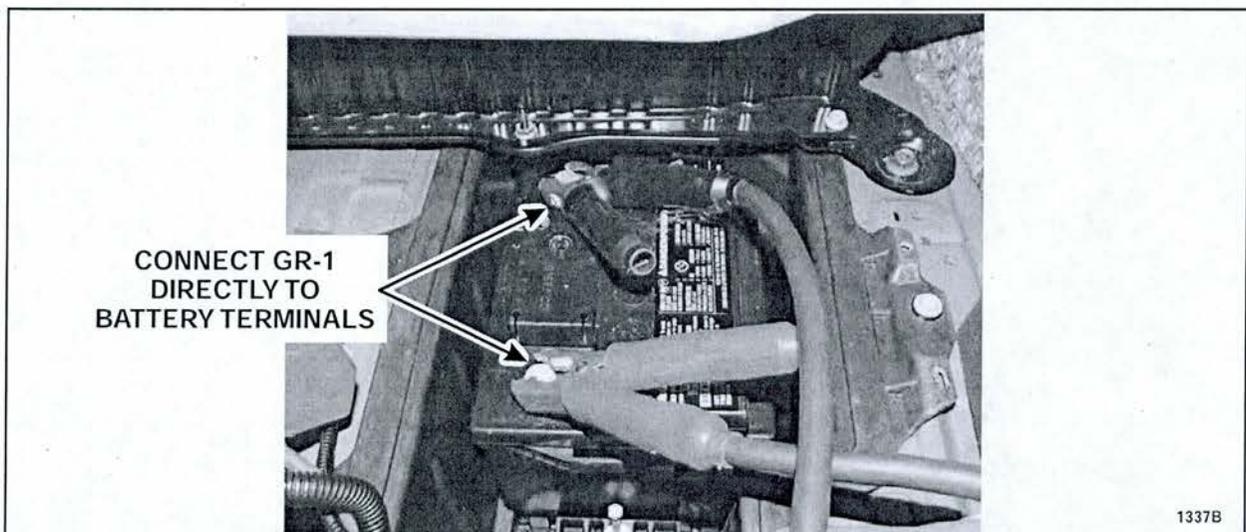


FIGURE 1



## **Module Reprogramming**

### **Important Information for Module Programming**

**NOTE:** When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12 volt battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired internet connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, head lamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key On Engine Off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

### **Reprogram Module**

**NOTE:** Reprogram appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12 volt battery.
2. Reprogram the FCDIM using IDS release 85.05 or 86.01 and higher.

**NOTE:** Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

**NOTE:** Follow the IDS on-screen instructions to complete the reprogramming procedure.

3. Disconnect the battery charger from the 12 volt battery once reprogramming has completed.



**Recovering a module when programming has resulted in a blank module: NEVER DELETE THE ORIGINAL SESSION!**

1. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
2. Disconnect the VCM from the data link connector (DLC) and the IDS.
3. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
4. Locate the ORIGINAL vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

**NOTE:** If the original session is not listed in the previous session list, click the "Recycle Bin" icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

5. Once the session is loaded, the failed process should resume automatically.
6. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
7. Follow all on-screen prompts/instructions.
8. Near the end of programming, the IDS prompts you to select certain parameters. It is important to make a selection for ALL parameters listed. If the correct selection is already highlighted, you must still choose that selection before clicking the "Tick" mark to complete the configuration.
9. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.





Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

December 2013

Customer Satisfaction Program 13B12  
Programa de Satisfacción del Cliente 13B12

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing a no-charge Customer Satisfaction Program (Program Number 13B12) for your vehicle, with the Vehicle Identification Number shown above.

**What is the issue?** On your vehicle, under certain operating conditions, an electronic module fails to transition to "sleep" state. Instead, the module stays in "awake" mode and keeps other vehicle modules in "awake" mode. This can significantly increase the current drain on the battery, cause the 12 volt battery to discharge, and may prevent the engine from starting.

**What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to check the 12 volt battery on your vehicle and replace it if necessary. Also, your dealer will reprogram the Multifunction Display computer to correct the battery discharge condition. These services will be performed free of charge (parts and labor) under the terms of this program.

This Customer Satisfaction Program will be in effect until December 30, 2014 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, the 12 volt battery of your vehicle may require replacement.

**What should you do?**

Please call your dealer without delay and request a service date for Customer Satisfaction Program 13B12. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**Do you need a rental vehicle?**

Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

**RETAIL OWNERS:** If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

**FLEET OWNERS:** If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

Thank you for your attention to this important matter.

Ford Customer Service Division



Michael A. Berardi  
Director  
Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

**INFORMATION ONLY**

December 17, 2013

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Awareness Communication – Upcoming Customer Satisfaction Program 13B15** Certain 2010 through 2013 Model Year E-Series Vehicles with Michelin LT 225/75R16 Tires – Michelin Tire Inspection

**REASON FOR THIS COMMUNICATION**

To inform you that Michelin North America, Inc. has notified the National Highway Traffic Safety Administration (NHTSA) of a safety recall involving tires on the affected vehicles. Ford Motor Company will assist Michelin North America through Customer Satisfaction Program 13B15 by allowing Ford and Lincoln dealers to administer and expedite tire replacement for Ford E-Series owners. Since NHTSA made this information public, there is a possibility that you may be contacted by customers about the recall. This notice will help you answer customer questions.

**REASON FOR THIS CUSTOMER SATISFACTION PROGRAM**

According to Michelin North America, an increasing number of tires are experiencing tread loss and/or rapid air loss. This condition may increase the risk of tire failure and a vehicle crash. Michelin North America has initiated a voluntary safety recall to replace the affected tires. Ford Motor Company has assigned Customer Satisfaction Program 13B15 for administrative purposes. This "B" program will allow Ford and Lincoln dealers to assist Michelin North America in the replacement of the affected tires that were installed as original equipment on Ford Motor Company vehicles.

**AFFECTED VEHICLES**

Certain 2010 through 2013 model year E-Series vehicles (E-150 Wagons and Vans; E-250 Cutaway; E-350 Wagon, Cutaway and Stripped Chassis; and E-450 Cutaway and Stripped Chassis) with Michelin LT 225/75R16 tires built at the Ohio Assembly Plant from January 28, 2010 through August 7, 2012.

**CUSTOMER NOTIFICATION**

Owners of affected vehicles will receive a notification letter from Michelin North America.

**OASIS AND FSA VIN LISTS**

OASIS and FSA VIN lists will be activated once the full dealer bulletin has been posted.

**SERVICE ACTION**

Michelin tire retailers have been provided with complete information to perform tire inspection and replacement for owners of affected vehicles. It is anticipated that a bulletin providing detailed information to allow Ford and Lincoln dealers to complete this recall service will be available in early January, 2014. In the meantime, owners of affected vehicles with questions or that request service should contact Michelin using the information below.

Michelin Website (USA) ..... [www.michelinman.com/safetyrecall](http://www.michelinman.com/safetyrecall)  
Michelin Website (Mexico) ..... [www.michelin.com.mx/llamadoarevisionedeproducto](http://www.michelin.com.mx/llamadoarevisionedeproducto)  
Michelin Consumer Care (USA) ..... 1-800-231-5893  
Michelin Consumer Care (Mexico) ..... 01-800-062-0628

**QUESTIONS?**

Ford Tire Program Headquarters (Dealer Assistance Only) ..... 1-888-353-3251

Sincerely,



Michael A. Berardi



Michael A. Berardi  
Director  
Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

December 20, 2013

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: DELIVERY HOLD - Customer Satisfaction Program 13B18**  
Certain 2014 Model Year Fusion and MKZ Vehicles Equipped with HD Radio  
Audio Control Module Reconfiguration

**PROGRAM TERMS**

This program will be in effect through January 31, 2015. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Certain 2014 model year Fusion and MKZ vehicles equipped with a High Definition (HD) Radio built at the Hermosillo Assembly Plant from August 30, 2013 through November 5, 2013. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on December 20, 2013.

**REASON FOR THIS PROGRAM**

In some of the affected vehicles, the Audio Control Module (ACM) configuration setting for the HD Radio may have been set to DISABLED rather than ENABLED at the assembly plant. These vehicles have the HD Radio selection on the screen, but the selection does not activate HD Radio.

**SERVICE ACTION**

Before delivering any of the vehicles involved in this program, dealers are to reconfigure the ACM using As-built data with IDS 88.01 and higher. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of January 6, 2014. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**ATTACHMENTS**

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Owner Notification Letters

**QUESTIONS & ASSISTANCE**

Special Service Support Center (Dealer Assistance Only) .....1-800-325-5621

Sincerely,



Michael A. Berardi

**DELIVERY HOLD - Customer Satisfaction Program 13B18**  
Certain 2014 Model Year Fusion and MKZ Vehicles Equipped with HD Radio  
Audio Control Module Reconfiguration

**OASIS ACTIVATED?**

Yes, OASIS will be activated on December 20, 2013.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on December 20, 2013. Owner names and addresses will be available by January 15, 2014.

**NOTE:** Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

**STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this service action.

**RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this service action performed on a timely basis.

**DELIVERY HOLD - Customer Satisfaction Program 13B18**  
Certain 2014 Model Year Fusion and MKZ Vehicles Equipped with HD Radio  
Audio Control Module Reconfiguration

**ADDITIONAL LABOR TIME**

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

**OWNER REFUNDS**

Refunds are not authorized for this program.

**RENTAL VEHICLES**

The use of rental vehicles is not authorized for this program.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- PROGRAM TERMS: This program will be in effect through January 31, 2015. There is no mileage limit for this program.

**DELIVERY HOLD - Customer Satisfaction Program 13B18**  
Certain 2014 Model Year Fusion and MKZ Vehicles Equipped with HD Radio  
Audio Control Module Reconfiguration

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Reconfigure the Audio Control Module	13B18B	0.3 Hour(s)

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

# **DEALER EXECUTIVE SUMMARY**

**DELIVERY HOLD - Customer Satisfaction Program 13B18**  
Certain 2014 Model Year Fusion and MKZ Vehicles Equipped with HD Radio  
Audio Control Module Reconfiguration

## **PROGRAM**

Program Type	Customer Satisfaction
Stop Sale	No
Demonstration Hold	No
Delivery Hold	Yes
Program Expiration	January 31, 2015

## **PARTS & SERVICE**

Parts Required	No, Software only
Parts Available	Software is available
Interim Repair	Not applicable
Repair Universe/Percentage of vehicles expected to require a repair	100%
New FSA Special Service Tools Needed	No
Unique Related Damage Provision	No
Labor Time	0.3 hours

## **CUSTOMER HANDLING**

Towing Reimbursement	No
Rental Assistance	No
Refunds Authorized	No
Special Handling	No

## **ADMINISTRATION**

OASIS On	December 20, 2013
Owner Notification	Begins the week of January 6, 2014

## CERTAIN 2014 MODEL YEAR FUSION AND MKZ VEHICLES EQUIPPED WITH HD RADIO — AUDIO CONTROL MODULE RECONFIGURATION

### OVERVIEW

The Audio Control Module (ACM) configuration setting for the HD Radio may have been set to DISABLED rather than ENABLED at the assembly plant. These vehicles have the HD Radio selection on the screen, but the selection does not activate HD Radio. Before delivering any of the vehicles involved in this program, dealers are to reconfigure the ACM using As-built data with IDS 88.01 and higher.

### SERVICE PROCEDURE

#### Important Information for Module Programming

**NOTE:** When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12v battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired internet connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, head lamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key On Engine Off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

#### ACM Configuration Update

1. Connect the IDS to the vehicle. Select "Start New Session" and then select "All other". Click the tick mark. Continue until the *new* session is complete.
2. Select the "Tool Box" tab and then select "Module Programming". Click the tick mark.
3. Select "As-built" and then select "ACM". Click the tick mark.
4. When asked if you were directed from another procedure select "No", and then "Continue".
5. When prompted to select between Automatic or Manual As-built data entry, select "Automatic". Click the green tick mark to confirm your selection.
6. Click the tick mark to confirm the as-built data was successfully retrieved.
7. As-built configuration is complete, click the tick mark.
8. Reset the ACM display time and date.



**Recovering a module when programming has resulted in a blank module: NEVER DELETE THE ORIGINAL SESSION!**

1. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
2. Disconnect the VCM from the data link connector (DLC) and the IDS.
3. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
4. Locate the ORIGINAL vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

**NOTE:** If the original session is not listed in the previous session list, click the "Recycle Bin" icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

5. Once the session is loaded, the failed process should resume automatically.
6. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
7. Follow all on-screen prompts/instructions.
8. Near the end of programming, the IDS prompts you to select certain parameters. It is important to make a selection for ALL parameters listed. If the correct selection is already highlighted, you must still choose that selection before clicking the "Tick" mark to complete the configuration.
9. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.





Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

January 2014

Customer Satisfaction Program 13B18  
Programa de satisfacción del cliente 13B18

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing a no-charge Customer Satisfaction Program (Program Number 13B18) for your vehicle, with the Vehicle Identification Number shown above.

**What is the issue?** The Audio Control Module setting for the High Definition (HD) Radio feature in your vehicle may have been incorrectly set at the assembly plant. If the control module setting is incorrect, the high definition feature will be inoperative, even though a feature selection button may be present on the audio system screen.

**What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to reprogram the Audio Control Module free of charge (parts and labor) under the terms of this program. This Customer Satisfaction Program will be in effect until January 31, 2015 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?** Please call your dealer without delay and request a service date for Customer Satisfaction Program 13B18. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter. If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).

Para asistencia en Español:

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

Thank you for your attention to this important matter.

Ford Customer Service Division



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

January 2014

Customer Satisfaction Program 13B18  
Programa de satisfacción del cliente 13B18

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

This notice applies to your vehicle, 12345678901234567.

The Lincoln Motor Company is providing a no-charge Customer Satisfaction Program (Program Number 13B18) for your vehicle, with the Vehicle Identification Number shown above. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?** The Audio Control Module setting for the High Definition (HD) Radio feature in your vehicle may have been incorrectly set at the assembly plant. If the control module setting is incorrect, the high definition feature will be inoperative, even though a feature selection button may be present on the audio system screen.

**What will Lincoln and your dealer do?** In the interest of customer satisfaction, The Lincoln Motor Company has authorized your dealer to reprogram the Audio Control Module free of charge (parts and labor) under the terms of this program.  
This Customer Satisfaction Program will be in effect until January 31, 2015 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?** Please call your dealer without delay and request a service date for Customer Satisfaction Program 13B18. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [www.Lincolnowner.com](http://www.Lincolnowner.com) for dealer addresses, maps, and driving instructions. For your convenience, you can also have this service performed at a Ford dealership.

The Lincoln Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

**RETAIL OWNERS:** If you still have concerns, please contact our Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: [www.Lincolnowner.com](http://www.Lincolnowner.com).

Para asistencia en Español:

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

**FLEET OWNERS:** If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

Thank you for your attention to this important matter.

The Lincoln Motor Company

# ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR DECEMBER 2013

44312 2011-2014 F-Super Duty - 6.7L Diesel - Diagnostic Trouble Codes (DTC) P20E8, P202D and/or P204B- Diesel Exhaust Fluid (DEF) Testing For Petroleum

Some 6.7L Diesel equipped vehicles may exhibit the Malfunction Indicator Light (MIL) on with DTC(s) P20E8, P202D and/or P204B. These DTCs may be caused by contamination of the DEF from a petroleum based product such as diesel fuel. Visual inspections can be a good indicator as petroleum based products will cause the rubber seals and O-rings in the system to swell and/or leak. If the DEF is suspected of contamination, use the Rotunda DEF test strips (part number 328-00012 or 328-44-863) to check for the presence of petroleum. DEF system failures that are caused by petroleum contamination are not covered under warranty and require that the entire DEF system be replaced including the pump, heater assembly, tank, injector and all DEF lines. Cleaning and reusing contaminated DEF system components will result in repeat repairs.

44315 2013 Model Year Explorer, Taurus, MKS, Flex, MKT, Fusion, MKZ, and Police Interceptor Utility and Sedan Vehicles may exhibit a fuel odor or hesitation.

Some 2013 Model Year Explorer, Taurus, MKS, Flex, MKT, Fusion, MKZ, and Police Interceptor Utility and Sedan Vehicles may exhibit a fuel odor, slow fill, or hesitation/stumble while driving and may or may not have one or more of the following codes present P0454, P0455, P0456, P0457, P0451, P0459 after Field Service Action 13S04 has been completed. This may be due to the fuel vapor line not being properly connected (fully seated) to the underside of the Fuel Delivery Module (FDM) which may lead to the carbon canister becoming saturated with liquid fuel. If fuel is found in the carbon canister and FSA 13S04 has been completed on the vehicle, please inspect the vapor line connection to the FDM in addition to the normal diagnostics called out in the appropriate workshop manual.

44316 Some 2012-2013 Ikon Hatch vehicles may have a hard engine start condition, rolling idle or the engine shutting down at initial cold start with the A/C on.

Some 2012-2013 Ikon Hatch vehicles could have rolling idle or the engine stall at cold start with the A/C on. New PCM calibration is available on IDS version 87.05, with -CE- level. However during reprogramming procedure, the VIN is deleted. To correct this situation, please follow the next steps: 1. Start the test with the Key in OFF position. 2. When the message appears that it can't be linked with the vehicle and asking you if you want to do this test again, answer no. 3. Click on checkmark with the Key in OFF position. 4. Start the test manually, select all options. 5. Enter the information for PCM BS69-XXXX-CC. 6. Enter the VIN. 7. Go to the module reprogramming with the Key in ON position. 8. Follow the instructions to reprogram the PCM. 9. Enter the correct vehicle information. 10. Follow the IDS screen to complete the PCM reprogramming.

44317 2014 Fusion/MKZ - HD Radio Inoperative - Vehicle Built On 9/23/2013 and Through 11/5/2013

Some 2014 Fusion Titanium/MKZ vehicles built on 9/23/2013 and through 11/5/2013 may exhibit the High Definition (HD) radio inoperative with all other radio functions working normally. This may be due to the audio control module (ACM) having an incorrect software configuration. Download as-built data and reconfigure the ACM with IDS version 87.05 or higher. Refer to Workshop Manual, Section 418-01 for details and published service labor times.

# ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR DECEMBER 2013

44325 2013 C-Max and F-Super Duty equipped with MyFord Touch Radio Lock Up/Inoperable

Some 2013 C-Max and F-Super Duty vehicles equipped with MyFord Touch may exhibit a concern where the radio will not turn on, message saying SIRUS Update stuck at 0% status, CD will not eject with message saying - No Disk. To temporarily correct this condition, remove fuse 29 from the Body Control Module (BCM) on F-Super Duty and both fuse 67 and 79 on the C-Max for a minimum of 30 seconds to reset the Audio Control Module (ACM). A permanent software fix is being developed, continue to monitor oasix for updates.

44326 Some Vehicles Could Exhibit Misfire Codes After Certain Repairs - Multiple Vehicle Lines

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 certain engine and transmission repairs have been performed. The MP\_LRN data is no longer cleared with a KAM reset or battery disconnect. Repairs that can require relearning of the MP\_LRN data with IDS include: crank sensor, trigger wheel, engine timing, crank pulley and any time the engine or transmission (including DPS6) is removed for service. From the IDS toolbox select "powertrain", then "service functions", then Misfire Monitor Neutral Profile Correction" and follow the on screen prompts.

44327 Some Vehicles Could Exhibit Misfire Codes After Certain Repairs - Multiple Vehicle Lines

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 certain engine and transmission repairs have been performed. The MP\_LRN data is no longer cleared with a KAM reset or battery disconnect. Repairs that can require relearning of the MP\_LRN data with IDS include: crank sensor, trigger wheel, engine timing, crank pulley and any time the engine or transmission (including DPS6) is removed for service. From the IDS toolbox select "powertrain", then "service functions", then Misfire Monitor Neutral Profile Correction" and follow the on screen prompts.

44328 Some Vehicles Could Exhibit Misfire Codes After Certain Repairs - Multiple Vehicle Lines

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 certain engine and transmission repairs have been performed. The MP\_LRN data is no longer cleared with a KAM reset or battery disconnect. Repairs that can require relearning of the MP\_LRN data with IDS include: crank sensor, trigger wheel, engine timing, crank pulley and any time the engine or transmission (including DPS6) is removed for service. From the IDS toolbox select "powertrain", then "service functions", then Misfire Monitor Neutral Profile Correction" and follow the on screen prompts.

# ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR DECEMBER 2013

- 44329 2013-2014 F-Super Duty - 6.7L Diesel - Diagnostic Trouble Codes (DTC) P2201, P2209, P229E, P22A7, P220F - NOx Sensor And Module Replacement
- Some 2013-2014 F-Super Duty vehicles equipped with a 6.7L Diesel engine may exhibit the Malfunction Indicator Light (MIL) on with DTC(s) P2201, P2209, P229E, P22A7, P220F. Engineering is currently reviewing NOx sensors and modules for root cause analysis. If diagnostics lead to the replacement of a NOx sensor, replace the corresponding NOx module as a matched set. If diagnostics lead to the replacement of a NOx module, replace the corresponding NOx sensor as a matched set. During replacement, be sure to leave the NOx module/sensor interface connector undisturbed and connected as this will aid in concern analysis. NOTE: 2013 and later 6.7L diesels have two NOx sensors and two NOx modules. The upstream NOx sensor/module is NOx\_11 and the downstream NOx sensor/module is NOx\_12.
- 44330 "No PCM Communication" Job Aid in Service Tips.
- In vehicles equipped with High Speed Controller Area Networks (HSCAN) where the PCM is not communicating, a job aid has been developed and released in the service tips section of OASIS. This job aid provides information on possible causes, network and resistance testing as well as some useful tips. Engineering review has found that a high percentage of the PCMs being replaced for not communicating are found to be functioning properly and issues with vehicle circuits are a more likely cause.
- 44332 Some 2013 F650/750 Vehicles Built From 7/29/2013 Through 10/28/2013 Equipped With Diesel Engine May Have An Inoperative Fuel Transfer Pump
- Some 2013 F650/750 Diesel equipped vehicles built from 7/29/2013 through 10/28/2013 may have an inoperative fuel transfer pump. This may be due to connector C102C/circuit 1818 WH/BK not being connected. If encountered, check that connector C102C/circuit 1818 WH/BK is connected to the generator W terminal as shown in the online wiring diagram. The circuit may be taped back to the vehicle harness. Torque the connection nut to 3 Nm (26.55 in lb) on 185 amp generators and 5 Nm (44 in lb) on 220/320 amp generators. Refer to the online wiring diagram for locations.
- 44333 2011-2014 All-Wheel Drive Vehicles Equipped With PTU Cooling
- Some 2011-2014 Explorer that are Export, and 2013-2014 Police Sedan and Utility, Taurus SHO, and Explorer Sport vehicles equipped with AWD and a liquid cooled Power Take-Off Unit (PTU) may experience sludging or contamination of the PTU lube as a result of increased internal lube temperature caused by excessive lube loss from the PTU, or internal PTU failure. Please refer to Workshop Manual (WSM) section 308-07B for PTU diagnosis. If diagnostics lead to replacement of the PTU due to deteriorated lube (sludged or metal contaminants), please also replace the PTU vent hose using base part number 7034 during this repair.

# ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR DECEMBER 2013

44339 DTC P1A18, P1A19, P0AEE, P0BCD When Using Engine Block Heater - Under Investigation

Some 2013-2014 C-MAX, Fusion and MKZ Hybrid/Energi vehicles may illuminate the wrench lamp (Hybrids) or the Service Engine Soon lamp (Energi) when using the engine block heater, with diagnostic trouble codes P1A18, P1A19, P0AEE or P0BCD in continuous memory of the SOBDM-C. The lamps will turn off within no more than three drive cycles after the engine block heater is unplugged. Engineering is currently investigating this condition and will be releasing an updated calibration to resolve this concern. Monitor OASIS for updates.

44341 2014 F-Super Duty 6.7L - Slow to Build Passenger Cabin Heat

2014 F-Super Duty vehicles with 6.7L diesel engines may exhibit customer concerns of slow to build cabin heat during extended idling in cold ambient temperatures. Idling in cold weather will not heat the engine to its normal operating temperature. Compare to like vehicles before attempting repairs. Refer customer to cold weather operation information in the owner guide diesel supplement if comparable. If not comparable refer to WSM Section 303-03B for vehicles not equipped with option code 41A -Rapid Heat Supplemental Heating System or WSM Section 412-00 for vehicles equipped with Option Code 41A. The optional Rapid Heat Supplemental Heating System will provide maximum effectiveness in mid to low blower speeds during initial warm up. Automatic mode (if equipped) will determine the appropriate blower speed.

44342 2013 F650/750 - Poor Outbound Call Quality While Using Sync Built On Or Before 6/5/2013

Ford engineering is aware of a concern on 2013 F650/750 Sync equipped trucks produced on or before 6-5-2013 that may exhibit poor outbound call quality when using Sync. A permanent repair is being developed and will be released in the first quarter of 2014. Please do not attempt a repair at this time.

44343 2011-2013 F650/F750 with Diesel Engine, Diesel Exhaust Fluid (DEF) Level Gauge Improper Level Indication

An improperly filled DEF tank can result in erroneous DEF gauge indication if the DEF tank is filled past the recommended fill level. When this occurs the gauge may read in reverse indicating a low level of DEF fluid. Prior to performing any diagnostics or service, the DEF fluid level should be verified that the fluid level does not exceed the recommended fill level. Using a fuel type nozzle system with an automatic shutoff or containers that utilize a spout with a seal and an internal vent such as Motorcraft DEF or equivalent will prevent overfilling. It may be necessary to drain the DEF tank following the procedure in Workshop Manual 308-08 and refilling it to verify the proper level. It is important that the operator follow the DEF tank fill procedure in the Owner Guide.