



## SERVICE MESSAGES & BULLETINS JANUARY - APRIL 2013

The following information is being provided to assist with inquiries that you may receive in the field regarding the noted subject matter.

### CAR/SUV LINES

#### **TSB 13-05-01 – 2013 C-Max, Fusion, MKZ – Hybrid And Energi – 12 Volt Battery Unable To Hold Charge – Charging Improvements**

Some 2013 C-Max, Fusion Hybrid, Fusion Energi and MKZ Hybrid vehicles may exhibit a 12 volt battery which is unable to maintain a charge or becomes discharged when the vehicle is operated with maximum electrical loads for short drive cycles and then left unattended for several hours. Reprogram the Direct Current/ Direct Current (DC/DC) Converter Control Module to the latest calibration using IDS release 84.02 and higher.

#### **BCM 5966 – 2013 Escape And Fusion Equipped With A 1.6L GTDI Engine – May Exhibit An Accumulation Of Fluid At The Bottom Of The Transmission Housing**

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

#### **BCM 5951 – 2012 – 2013 Focus/ 2013 Escape – Positive Battery Cable Now Available**

Positive battery cable for 2012 – 2013 Focus and 2013 Escape vehicles is now available separate from the 14290 harness assembly. If a positive battery cable is needed to service these vehicles, order part number CV6Z-14300-A, and do not replace the entire 14290 harness.

#### **BCM 5907 – 2013 Escape – Moon Roof Vent Opening Position**

2013 Escape vehicles equipped with moon roof exhibit a small vent opening position of 5mm. This is the normal vent position for optimal NVH/ wind noise qualities. When the vent is closed, the moon roof will open to the 10mm position then close. The sliding glass also opens to the 10mm position to give the glass enough clearance before it opens to the rearward position. This is the normal operating characteristic. No repairs are required.

#### **TSB 13-04-07 – 2013 C-Max – 12-Volt Battery Discharged – Will Not Hold Charge – Built On Or Before 2/5/2013**

Some 2013 C-Max vehicles built on or before 2/5/2013 may exhibit a 12-volt battery that is unable to maintain a charge or becomes discharged. Follow the service procedure in this TSB to correct the condition by reprogramming the front control/ display interface module (FCDIM) to the latest calibration using IDS release 81.05 or higher. This calibration file can also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

**BCM 5891 – 2013 Police Interceptor Sedan/ Utility – Active Transmission Pursuit Mode – Updated Workshop Manual Section 307-01**

When diagnosing concerns related to the Active Transmission Pursuit Mode (ATPM) feature, use the online version of the Workshop Manual. The description and operation subsection in Workshop Manual Section 307-01 has been updated.

**TSB 13-04-05 – 2011 – 2013 Fiesta, 2012 – 2013 Focus – Intermittent Transmission Clutch Shudder DPS6 Automatic Transmission**

Some 2011 – 2013 Fiesta and 2012 – 2013 Focus vehicles equipped with a DPS6 automatic transmission may exhibit an intermittent transmission clutch shudder on light acceleration from a stop. Follow the Service Procedure steps in this TSB to correct the concern by reprogramming the powertrain control module (PCM)/ transmission control module (TCM) module to the latest calibration using IDS release 84.01 or higher.

**TSB 13-04-04 – 2013 Fusion/ MKZ – Remote Keyless Entry Functions Inoperative – No Crank After Remote Start Event – DTC P1595 – Built On Or Before 3/12/2013**

Some 2013 Fusion and MKZ vehicles built on or before 3/12/2013 may exhibit a concern where all remote keyless entry (RKE) functions are inoperative from both remote controls and/ or the vehicle may exhibit a no crank condition after a remote start event. Diagnostic trouble code (DTC) P1595 may also be present in the powertrain control module (PCM). This concern may be present on vehicles with intelligent access keys (push button start) and integrated key head transmitters (traditional key start). Follow the service procedure in this TSB to reprogram the radio transceiver module (RTM) and the body control module (BCM) to the latest calibration using IDS release 84.01 and higher. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

**BCM 5883 – Some 2009 – 2012 Vehicles – Loss Of Engine RPM's – Lack Of Acceleration – Wrench Light Illuminated With Or Without DTCS P2111 And/ Or P2112**

Some 2009 – 2012 Escape, 2009 – 2011 Mariner, 2010 – 2012 Fusion and 2010 – 2011 Milan vehicles equipped with a 2.5L DOHC or 3.0L engine may exhibit an intermittent loss of engine RPMS or lack of acceleration with Illuminated Wrench Light. DTCS P2111 and/ or P2112 may or may not be stored in the powertrain control module (PCM). To aid in diagnosing these concerns, the Integrated Diagnostic Scan (IDS) tool has been updated to include Electronic Throttle Body diagnostic tool. This can be found using IDS version 84 or higher, selecting Powertrain, Service Functions, and ETB Check.

**TSB 13-03-14 – 2013 Escape – Harsh 5-3 Or 5-4 Downshift During Coast Down – Below Operating Temperatures Only**

Some 2013 Escape vehicles equipped with 1.6L Gasoline Turbocharged Direct Injection (GTDI) engine built on or before 12/13/2012 and 2.0L GTDI engines built on or before 12/23/2012 may exhibit a harsh 5-3 or 5-4 downshift condition during coast down events, before the powertrain reaches normal operating temperatures. Reprogram the powertrain control module (PCM) to the latest calibration using IDS release 83.01 and higher.

**TSB 13-03-10 – 2012 – 2013 Transit Connect – Water Leak Through Pollen Filter Case – Built On Or Before 2/28/2013**

Some 2012-2013 Transit Connect vehicles built on or before 2/28/2013 may exhibit a water leak into the passenger compartment foot well through the climate control system floor ducts and/ or the heater core and evaporator core housing. In addition, some vehicles may exhibit an inoperative climate control system blower motor. Follow the service procedures in this TSB to correct the condition

**TSB 13-03-04 – 2013 Escape – Discharged Battery – Vehicle Not Driven For Two Weeks Or Longer**

Some 2013 Escape vehicles built on 8/28/2012 and through 12/5/2012 and equipped with a roof opening panel may exhibit a discharged battery condition only after the vehicle has not been driven for two weeks or longer. Follow the service procedure steps in this TSB to correct the condition by replacing the roof opening panel motor shade and roof opening panel motor sliding front panel. Refer to the workshop manual, section 501-17.

**BCM 5680 – 2013 Escape, Fusion, MKZ – Orange Engine Coolant With Increased Dye Appears Green**

On 2013 Escape, Fusion, and MKZ vehicles – orange engine coolant may under certain conditions appear green. The orange engine coolant's dye package has been modified slightly to improve leak check capability using black light. As a result of the dye change, the coolant can appear green under certain conditions such as low light and against a dark background (e.g., inside a radiator with black end tanks). However, the coolant is still the same coolant performance wise. No service action is required due to this change.

**TSB 13-02-15 – 2013 Escape – 1.6L GTDI – Service Engine Soon Light – DTC P26B7 – Built On Or Before 2/13/2013**

Some 2013 Escape vehicles equipped with a 1.6L Gasoline Turbocharged Direct Injection (GTDI) engine built on or before 2/13/2013 may exhibit a service engine soon light on with diagnostic trouble code (DTC) P26B7 stored in the Powertrain Control Module (PCM) memory. This DTC indicates a fault is present with Coolant Bypass Solenoid C, located at the rear of the engine above the starter/ bell housing, and below the vacuum pump. Follow the service procedure in this TSB to correct the condition.

**BCM 5681 – 2013 Escape – Message Center – “Steering Assist Fault Service Required” – False Message**

Some 2013 Escape may temporarily display the message “Steering Assist Fault Service Required” (approximately 1-2 seconds before disappearing ) in the cluster on initial startup with no corresponding loss of assist or steering DTCS. This temporary fault message occurs due to a communication/ timing issue between the steering and cluster modules when the vehicle is driven. If this message is seen in transport mode, put it in customer mode and check to see if the message still appears. If the message still occurs, check for DTCS. If DTCS are present, refer to the appropriate Workshop Manual diagnostics. If there are no DTCS and the steering gear has assist, do not replace or service the steering gear or cluster. No further action is required, please continue to monitor OASIS.

**BCM 5683 – 2013 Escape And Fusions With The 1.6L GTDI Engine – Cooling Hose Quick Connect O-Ring Available For Service**

2013 Escape and Fusion equipped with 1.6 GTDI engine, the cooling hose quick-connect O-ring seal (DV6Z-8590-A) is available for service. This O-ring seal may be used in place of full hose replacement. See part catalog for details on O-ring seal locations.

**BCM 5614 – 2012 – 2013 Focus – Air Conditioning (AC) Inoperative With Seized Compressor**

Some 2012 – 2013 Focus vehicles equipped with a 2.0L GDI engine, built on or before 11/21/2012 may exhibit a lack of air conditioning due to a seized A/C compressor. This typically occurs after the vehicle has sat for an extended period of time in high ambient temperatures without an engine start. A new A/C compressor BV6N-19D629-BF (Engineering Level), service part number BV6Z-19703-B has been released for service to address this concern.

**BCM 5613 – 2013 Escape – Lug Wrench Location Change**

2013 Escape vehicles built on or after 11/30/12, the lug wrench location was changed to the left side storage next to the spare tire. Several claims have been received from Dealers indicating that the lug wrench was missing from under the spare tire. The lug wrench design was also changed so that it can be used to actuate the jack. The handle that used to be attached to the jack has been deleted.

### **BCM 5605 – 2013 Escape – Front Windows – Slow Operation In Cold Weather**

Some 2013 Escape vehicles may exhibit slow front door glass operation, glass stops midway when going up or bounce back in cold ambient conditions. To temporarily resolve concern perform the following repairs and reference the Workshop Manual 1 Sections 501-11A or 501-11B: 1. Replace the window regulator. 2. Remove and discard the foam patch at the bottom of the front window glass run at the A pillar. 3. Make sure the window glass run is fully seated. 4. Apply Krytoxoil (164-R4905) to the window glass run. Engineering is currently investigating, continue to monitor OASIS for updates. Note: This repair information does not apply to rear doors.

### **BCM 5606 – 2013 Escape – Intermittent Liftgate Operation With DTCS C2006 And/ Or B1453**

Some 2013 Escape vehicles equipped with a power or hands-free liftgate may exhibit intermittent liftgate operation with Diagnostic Trouble Codes (DTC) C2006 and/ or B1453. Using IDS, click on DTC and if status is history, clear DTC and attempt to duplicate customer's concern before performing additional diagnostics. If DTC status is active, proceed with normal diagnostics, refer to Workshop Manual 1 (WSM), Section 501-03, Liftgate/ Trunk Module (LTM) DTC Chart. The Rear Gate Trunk Module (RGTM) is incorrectly referred to as the LTM in the WSM and is being updated. These DTCS can be set by alignment, obstructions, water intrusion, ice, extremely low ambient temperatures, or customer pushing against an open or close event. The WSM diagnostics for the liftgate are currently being updated; please continue to monitor OASIS.

### **BCM 5604 – 2013 C-Max – Hands Free Liftgate Feature Inoperative**

Some 2013 C-Max vehicles equipped with the Hands Free Liftgate feature may exhibit the hands free opening/closing feature inoperative after the vehicle has been parked for 20 minutes or more. No Diagnostic Trouble Codes (DTCS) will be present. Engineering is currently investigating; monitor OASIS for further updates. In the interim, customers can use the key fob to actuate the power liftgate if the hands free function is inoperative. The hands free feature will continue to function if the vehicle is parked for shorter periods of time.

### **BCM 5577 – 2013 C-Max – Remote Keyless Entry Inoperative Intermittently**

Some 2013 C-Max vehicles equipped with Remote Keyless Entry may exhibit intermittently inoperative RKE function. This may be caused by the vehicle being in transport mode. Verification of the vehicle being in this state can be performed by cycling the ignition "on" without starting the engine. Transport Mode will display in the instrument cluster or Front Display Interface Module (FDIM) at this time. To turn off Transport Mode, cycle the ignition to the "on" position without starting the engine, press the brake pedal five times, then press the hazard switch twice. Pre-delivery inspection allowance accounts for the labor required for this operation.

### **BCM 5568 – 2011 – 2013 Fiesta, 2012 – 2013 Focus – Clutch Shudder On Acceleration From A Stop**

Some 2011 – 2013 Fiesta, 2012 – 2013 Focus vehicles equipped with a DPS6 automatic transmission may exhibit a clutch shudder on acceleration from a stop with no evidence of a transmission fluid or engine oil leak in the clutch housing area. Using IDS, perform the clutch adaptive learning routine before replacement of any transmission components. Select Toolbox, Powertrain, Transmission, TCM Adaptive Learning, Clutch and Shift Drum routines. When complete, perform the Drive Cycle procedure. Refer to Workshop Manual, Section 307-11 Focus or 307-01 (Fiesta). Ensure PCM calibration is the latest level. If necessary, refer to any applicable TSB and/ or service labor time standard.

### **2013 Escape – 2.0L – Equipped With Trailer Tow Package From The Factory – Not Compatible With LED Trailer Lighting – TSB 13-01-05**

Some 2013 Escape vehicles equipped with a 2.0L Engine, and equipped with the Trailer Tow Package from the Factory may not be compatible with newer model trailers which have LED lighting. Follow the service procedure steps in this TSB to correct the condition.

**BCM 5551 - 2013 Escape - MESSAGE CENTER - "STEERING ASSIST FAULT SERVICE REQUIRED" - FALSE MESSAGE**

Some 2013 Escape may temporarily display the message Steering Assist Fault Service Required (approximately 1-2 seconds before disappearing) in the cluster on initial startup with no corresponding loss of assist or steering DTCs. This temporary fault message occurs due to a communication/timing issue between the steering and cluster modules when the vehicle is driven before exiting Transport Mode. If this message is seen in transport mode, put it in customer mode and check to see if the message still appears. If the message still occurs, check for DTCs. If DTCs are present, refer to the appropriate Workshop Manual diagnostics. If there are no DTCs and the steering gear has assist, do not replace or service the steering gear or cluster. No further action is required. This false message will not recur as long as the vehicle is in Customer Mode.

**BCM 5559 – 2012 – 2013 Focus Electric – 12V Battery Loses Charge In Cool/ Cold Ambient Temperatures**

Some 2012 – 2013 Focus Electric vehicles may experience a discharged 12 volt battery if stored or not driven for at least two days in ambient temperatures of less than 10 degrees C, 50 degrees F. Engineering is aware of the issue and will be releasing a software update to address it. Until software update is available it is recommended to maintain the vehicle on a 120 volt level-1 or 240 volt level-2 EVSE (Electric Vehicle Supply Equipment) when not being driven.

**BCM 5542 – 2013 Escape 1.6L – New Features With FSA 12S41 Calibration Effect – Select Shift In Drive**

2013 Escape 1.6L gets two new features after FSA 12S41. Temporary manual shift control is provided by manually pressing the toggle button with the gear shift in D (drive) position, press the (+) button to upshift, press the (-) button to downshift. This functionally is referred to as “Live in Drive”. The system will determine when temporary manual control is no longer desired and reverts back to automatic control or the shifter can be moved to S (sport) and back to D (drive). Extensive manual control is achieved by moving the shifter to the S (sport) position. The system will stay in manual control until the shifter is moved out of the S (sport) position. A calibration will be released 1<sup>st</sup> quarter for customers that do not want the “Live In Drive” option. The second feature is the gear display in the cluster will be larger and color changed to orange.

**BCM 5511 – 2012 – 2013 Focus Electric, 2013 C-Max Hybrid/ Energi, Fusion and Fusion Hybrid – Intermittent Lack Of Or Delayed Transaxle Reverse Gear Engagement**

Some 2012 – 2013 Focus Electric, 2013 C-Max Hybrid/ Energi and 2013 Fusion and Fusion Hybrid vehicles may intermittently exhibit a perceived lack of or delayed transaxle reverse gear engagement. Engineering is aware of this concern and a revised calibration is planned to be available in first quarter 2013. In the interim, advise your customer that when this condition is present simply wait 3 seconds and resume normal driving.

**TSB 13-01-04 – 2013 Escape/ Fusion 2.0L (GTDI) Rolling/ Fast Idle – Diagnostic Trouble Codes (DTCs) P0507, P0171 and/ or P0174 – Built On Or Before 9/28/2012**

Some 2013 Escape and Fusion vehicles built on or before 9/28/2012 and equipped with the 2.0L gasoline turbo direct injection (GTDI) engine may exhibit a rolling/ fast idle with DTCs P0507, P0171 and/ or P0174. This may be due to a missing plug on the left hand side of the intake manifold. Follow the Service Procedure in this TSB to correct the concern if it exists by installing the intake manifold plug using the instruction sheet provided in the kit.

**TSB 13-01-02 – 2013 Escape – Front Brake Squeal After The Brakes Warm Up**

Some 2013 Escape vehicles equipped with 2.0L front wheel drive (FWD/All Wheel Drive (AWD) and 1.6L AWD may exhibit a front brake noise. The customer may state the noise is a high pitch type squeal that occurs at low to moderate brake pedal application after the brakes have warmed up. Follow the Service procedure in this TSB to correct the concern by replacing the Front Disc Brake Caliper Anchor Plates with new service parts. Refer to the work shop manual section 206-03.

**TSB 12-12-09 – 2013 Fusion – Loss Of Power Steering Assist – DTC C102D – Built On Or Before 11/30/2012**

Some 2013 Fusion vehicles built on or before 11/30/2012 may exhibit a loss of power steering assist with diagnostic trouble code (DTC) C102D stored in the power steering control module (PSCM). Follow the service procedure in this TSB to correct the condition replacing the steering gear. Refer to workshop manual, section 211-02.

**BCM 5454 – 2013 C-Max Energi And Fusion Energi – Fuel Door Sticking Closed**

The fuel filler door on some 2013 C-Max Energi and Fusion Energi vehicles may appear to stick closed or exhibit a delayed opening period. After pressuring the fuel door release button on the center console, a delay of up to 15 seconds may be experienced before the fuel filler door latch is released and the door opens. This is normal system operation and no repairs should be attempted. Refer to the “Fuel and Refueling” section of the owner guide for additional details.

**BCM 5871 – 2013 Escape – Clunk Noise From The Rear Over Bumps**

Some 2013 Escape vehicles may exhibit a clunk noise from the rear over bumps. Verify which side the noise is coming from and perform the following: Check the rear lower shock mounting bolt to make sure it is fully seated and torqued to spec (115 Nm/ 85 lb-ft). If lower mounting bolt is not seated or torqued, discard the bolt then check the knuckle mounting threads for contamination. If any concerns are noted, verify the threads are clean with a M12 X 1.75 tap then install a new bolt (W706130 S442) and torque to 115 Nm/ 85 lb-ft. Check the two rear upper shock mounting nuts. Make sure they are torqued to spec (25 Nm/18 lb-ft). When doing this, the mounting studs must be held so they do not turn. Engineering is currently investigating, shock replacement is not recommended at this time and may result in a repeat repair. Please continue to monitor OASIS.

**TSB 13-04-25 – 2013 Escape – Front Brake Squeal After The Brakes Warm Up – Built On Or Before 1/20/2013**

This article supersedes TSB 13-1-12 to add a production fix date

Some 2013 Escape vehicles equipped with 2.0L front wheel drive (FWD)/ all-wheel drive (AWD) and 1.6 AWD and built on or before 1/20/2013 may exhibit front brake noise. The customer may state the noise is a high pitch type squeal that occurs at low to moderate brake pedal application after the brakes have warmed up. Follow the service procedure in this TSB to correct the condition by replacing the Front Disc Brake Caliper Anchor Plates with new service parts

**TRUCK LINES**

**BCM 5992 – 2008 – 2013 F-Super Duty Equipped With Four Wheel Drive (4WD) – Front Suspension – Track Bar Bushing Available Separate From Track Bar Assembly**

2008 – 2013 F-Super Duty vehicles equipped with four wheel drive (4WD) front suspension, the front track bar bushing (base part # 3A116) is now available for service and is separate from the track bar assembly (base part # 3B239). For diagnostic and repair information, refer to updated on line workshop manual section 204-01B and use available service labor times standard (SLTS) operations.

**TSB 13-04-21 – 2010 – 2013 Transit Connect – Vibration At Idle And/ Or Reverse**

This article supersedes TSB 11-09-10 to update the vehicle model years and Service Procedure

Some 2010 – 2013 Transit Connect vehicles may exhibit an excessive engine vibration at idle, most noticeable when the transmission is engaged in reverse. Follow the Service Procedure steps in this TSB to correct the condition.

**BCM 5949 – 2013 F-150 – Amber ABS Lamp Illuminated/ Rear Brake Tube Damage At Carrier Drop-Off**

2013 F-150 vehicles with amber ABS lamp illuminated or rear wheel brake fluid leak at time of carrier drop-off. Inspect for possible damage to the rear ABS wheel speed sensors and/ or rear brake tubes near the wheel end. Damage may be caused by contact with vehicle transportation restraint devices during transport. Repair as required and refer to the appropriate warranty and policy manual for proper procedures related to transportation damage documentation and claiming.

**TSB 13-04-08 – 2011 – 2012 F-53 Motorhome Chassis, F-59 Commercial Stripped Chassis – MIL And Wrench Lamp – Battery Junction Box Fuse 3 Open – Built On 1/19/2010 And Through 12/18/2012**

Some 2011 – 2012 Motorhome and Commercial Chassis built on 1/19/2010 and through 12/18/2012 may exhibit illuminated indicator lamp (MIL) and wrench light, with open battery junction box (BJB) fuse 3. Various diagnostic trouble codes (DTCs) may be present in the powertrain control module (PCM). This concern may be due to moisture accumulation in the intake manifold runner control (IMRC). Follow the service procedure in this TSB to verify and correct the concern by replacing the intake manifold runner control (IMRC).

**TSB 13-03-21 – 2011 F-150 – 5.0L – Transmission Shift Quality Concerns**

Some 2011 F-150 vehicles equipped with a 5.0L engine may exhibit a delayed harsh downshift or an abrupt shift event when quickly releasing the throttle pedal after a brief hard acceleration. Other symptoms may include a harsh 1-2, 2-3 or 3-4 upshift while driving. Follow the service procedure in this TSB to reprogram the powertrain control module (PCM) to the latest calibration using IDS release 83.05 and higher.

**BCM 5862 – 2011 – 2013 F-Super Duty – Servicing Evaporator Core – Service Tip**

2011 – 2013 F-Super Duty vehicles that may require evaporator core replacement during normal service life, it is critical to follow the updated diagnosis, removal installation procedures in Workshop Manual (WSM), Section 412-01. Failure to follow updated (WSM) procedures may result in damage to the evaporator core, hoses or cause repeat A/C leaks. Refer to the existing service labor time standard operations for labor allowances. Refer to Does II for part information, and use only the latest level parts for evaporator core repairs.

**BCM 5872 – 2011 – 2013 F-150 – 3.5L GTDI – Intermittent Stumble/ Misfire On Acceleration From Highway Cruise In Humid Or Damp Conditions With Possible DTC**

Some 2011 – 2013 F-150 equipped with 3.5L gasoline turbocharged direct injection (GTDI) engines may exhibit an intermittent stumble and/ or misfire on hard acceleration after extended drive at highway speeds during extreme humid or damp conditions. Vehicle may also exhibit steady or flashing malfunction indicator lamp with Diagnostic Trouble Codes P0304, P0305, P0306 in the PCM. Before attempting repair, inspect the vehicle to see if updated Charge Air Cooler (CAC) (B13Z-6K775-B for 2011 – 2012 Model Year and DL3Z-6K775-B for 2013 Model Year) and CAC Defector CL3Z-19E672-A are installed. If the latest CAC is not installed, refer to application TSB 13-03-03, 12-11-15. If the latest CAC is installed, replacing the CAC again will not correct this condition. Engineering is investigating; continue to monitor OASIS for further updates.

**BCM 5818 – F53 And F59 Steering Clear Vision Adjustment**

Some F53 Motorhome and F59 Commercial chassis vehicles may exhibit steering system clear vision concerns. Clear vision concerns can be corrected by re-indexing the steering shaft to steering gear connection. Refer to the steering column shift – Motorhome procedure workshop manual section 211-04 steering system. Other steering or suspension concern should be addressed using the workshop manual.

**TSB 13-03-13 – 2009 – 2012 F-150 – Vibration/ Thump/ Clunk Noise Under Vehicle – Built On Or Before 1/16/2012**

This article supersedes TSB 13-02-13 to update the warranty causal part number.

Some 2009 – 2012 F-150 vehicles built on or before 1/16/2012 may exhibit a vibration, thump or clunk noise from under the vehicle that may be more noticeable with increased road speed and driveline torque. Follow the Service Procedure steps in this TSB if the vehicle is exhibiting this concern to correct the condition by replacing the driveshaft assembly.

**TSB 13-03-17 – 2012 – 2013 F-450, F-550 – 6.8L – Stationary Elevated Idle Control (SEIC) With Power Take-Off (PTO) – Built On 12/16/2011 And Through 12/6/2012**

Some 2012 – 2013 F-Super Duty F-450 and F-550 Chassis Cab vehicles equipped with a 6.8L engine and built on 12/16/2011 and through 12/6/2012 may exhibit engine RPM fluctuations during SEIC while running PTO. Follow Service Procedure steps in this TSB to correct the condition by reprogramming the powertrain control module (PCM) to the latest calibration using IDS release 83.02 and higher.

**TSB 13-03-08 – 2011 – 2013 F-250 Super Duty 4X4 – Rear Of Vehicle Sits Lower Than Expected Under Light Loads**

Some 2011 – 2013 F-250 Super Duty 4X4 vehicles may exhibit a customer concern of lower than expected rear suspension height under light loads. Follow the service procedure in this TSB to correct the concern by adding a 10 cm (4”) spacer block, along with additional components.

**TSB 13-03-05 – 2009 – 2010 F-150 – 4.6L/ 5.4L – Malfunction Indicator Lamp (MIL) On With Diagnostic Trouble Codes (DTCS) P0130 Or P0150**

This article supersedes TSB 12-03-17 to update the Title, Issue Statement and Service Procedure.

Some 2009 – 2010 F-150 vehicles equipped with a 4.6L or 5.4L engine may exhibit an illuminated MIL with DTC P0130 (Oxygen Sensor Circuit Bank 1, Sensor 1) or P0150 (Oxygen Sensor Circuit Bank 2, Sensor 1). Follow the service procedure steps in this TSB to correct the condition by retrieving the codes noted above and reprogram the PCM (Powertrain Control Module) to the latest calibration using IDS release 78.01 and higher.

**BCM 5713 – 2011 – 2013 F-S/D Equipped With Optional Information And Message Center – Trip A Or B Odometer Reset Or Orange Rectangle Box Displayed**

Some 2011 – 2013 F-Super Duty equipped with optional instrument cluster information display may exhibit a trip odometer Trip A or Trip B with orange rectangle box over the cluster screen during reset operation. These conditions may occur when press and release Info/ Ok button on the steering wheel multiple times or quickly to pause/ un-pause Trip A/B. To reset, press hold Info/OK button, also following the owner guide under instrument cluster optional information display section for Trip A/B. If a functional issue does exist, refer to updated workshop manual section (WSM) section 413-01 for normal diagnostics and repairs

**BCM 5701 – 2011 – 2013 F-150 Equipped With 3.7L And 5.0L Engines – Hard Start Cold**

Some 2011 through 2013 F-150 equipped with a 3.7L and 5.0L engines may exhibit an intermittent long crank no start concern. This concern can be caused by a fuel system lean condition. A lean fuel condition can result in the PCM inferring a higher than actual ethanol content in the fuel system. Utilize PCED pinpoint test HC to diagnose the lean fuel condition.

**TSB 13-02-14 – 2011 – 2012 F-150 – 3.5L GTDI – MIL Illuminated With DTC P0234 – Built On Or Before 5/24/2012**

This article supersedes TSB 12-03-14 to update production fix date and Service Procedures.

Some 2011 – 2012 F-150 vehicles equipped with 3.5L gasoline Turbocharged Direct Injection (GTDI) engine built on or before 5/24/2012 may exhibit an intermittent malfunction indicator lamp (MIL) with diagnostic trouble code (DTC) P0234. Follow the service procedure steps in this TSB to correct the condition.



**TSB 13-02-09 – 2011 F-Super Duty – Lack Of Air Flow And/Or Heat And Cooling From Instrument Panel Vents – Built On Or Before 5/15/2011**

This article supersedes TSB 11-11-14 to update the Issue Statement, Service Procedures and Part List. Some 2011 F-Super Duty vehicles built on or before 5/15/2011 and equipped with Dual-Zone Electronic Automatic Temperature Control (EATC) or Electronic Manual Temperature Control (EMTC) may exhibit a lack of air flow from instrument panel vents during extended use. This may be caused by the mode door binding in the Heating Ventilation Air Conditioning (HVAC) plenum assembly. A revised HVAC plenum hardware has been released for service to correct this condition. Follow the service procedures in this TSB to correct the condition.

**TSB 13-01-14 – 2012 F-150 – 5.0L Engine – Transmission Shift Quality Concerns**

Some 2012 F-150 vehicles equipped with a 5.0L engine may exhibit a delayed harsh downshift or an abrupt shift event when quickly releasing the throttle pedal after a brief hard acceleration. Other concerns may be a harsh 1-2, 2-3 or a 3-4 upshift while driving. Follow the procedures in this TSB to reprogram the powertrain control module (PCM) to the latest calibration using IDS release 83.01 and higher

**BCM 5601 – Snow Plow Prep Package Not Available On 2013 F-150 Equipped With 3.5L GTDI, 3.7L And 5.0L Engines**

Snow Plow prep packages is no longer an available option on 2013 F-150 with 3.5L GTDI, 5.0L and 3.7L engines have Electric Power Assisted Steering (EPAS). EPAS places high transient load on the vehicles electrical systems which was designed and sized to handle this requirement. Charging system performance may be affected if snow plow equipment is installed on a vehicle with EPAS, resulting in temporary function loss of some electrical features.

**BCM 5600 – Snow Plow Prep Package Not Available On 2011 – 2012 F-150**

Snow Plow prep package is no longer an available option on F-150 2011 – 2012 model years. F-150 vehicles with 3.5L GTDI, 5.0L and 3.7L engines have Electric Power Assisted Steering (EPAS). EPAS places high transient load on the electric power system which was designed and sized to handle this requirement. Charging system performance may be affected if snow plow equipment is installed on a vehicle with EPAS, resulting in temporary function loss of some electrical features. F-150 vehicles with 6.2L engine are only available in crew cab body configuration. Previous model year F-150 snow plow prep package required Heavy Duty Payload Package E and associated content, and is restricted from crew cab.

**BCM 5591 – 2011 – 2013 F-150 – Trailer Brake Controller Installation**

2011 – 2013 F-150 installation of Factory Trailer Brake Controller (TBC) may be performed at the dealership if vehicle is equipped with Factory Trailer Tow option (4 and 7 pin trailer connectors present and equipped with receiver hitch). Installation instructions are noted in the Work Shop Manual 206-10 section under Removal and Installation of TBC Module or off of Ford Accessories Website. Once TBC is installed, use IDS 70.02 or later to configure the Instrument Cluster for TBC. Programming selection is available under Programmable Parameters, Personality, then by enabling TBC/ IC Message Center Gain Display. Then, select Trailer Sway under Personality Menu and Enable this parameter to allow for Factory TBC operation. Note: Factory TBC connector C2142 is located under the steering column near the Data Link Connector, plugged into a Dummy connector.

**BCM 5554 - SNOW PLOW PREP PACKAGE NOT AVAILABLE ON 2011-2013 F-150**

SNOW PLOW PREP PACKAGE IS NO LONGER AN AVAILABLE OPTION ON F-150 2011-2013 MODEL YEARS. F-150 VEHICLES WITH 3.5L GTDI, 5.0L AND 3.7L ENGINES HAVE ELECTRIC POWER ASSISTED STEERING (EPAS). EPAS PLACES HIGH TRANSIENT LOAD ON THE ELECTRIC POWER SYSTEM WHICH WAS DESIGNED AND SIZED TO HANDLE THIS REQUIREMENT. CHARGING SYSTEM PERFORMANCE MAY BE AFFECTED IF SNOW PLOW EQUIPMENT IS INSTALLED ON A VEHICLE WITH EPAS, RESULTING IN TEMPORARY FUNCTION LOSS OF SOME ELECTRICAL

FEATURES. F-150 VEHICLES WITH 6.2L ENGINE ARE ONLY AVAILABLE IN CREW CAB BODY CONFIGURATION. PREVIOUS MODEL YEAR F-150 SNOW PLOW PREP PACKAGE REQUIRED HEAVY DUTY PAYLOAD PACKAGE AND ASSOCIATED CONTENT, AND IS RESTRICTED FROM CREW CAB

**TSB 13-01-07 – 2011 – 2012 F-150 – 3.5L/ 3.7L Engine – Transmission Shift Quality Concerns**

Some 2011 – 2012 F-150 vehicles equipped with a 3.5L engine and 2012 F-150 vehicles equipped with a 3.7L engine may exhibit a delayed harsh downshift or an abrupt shift event when quickly releasing the throttle pedal after a brief hard acceleration. Other concerns may be a harsh 1-2, 2-3 or 3-4 upshift while driving. Follow the procedures in this TSB to reprogram the Powertrain Control Module (PCM) to the latest calibration using IDS release 82.03 and higher. Calibration file may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

**BCM 5541 – 2013 F-150 3.5L EcoBoost With Diagnostic Trouble Codes P00C2 and/ or P0340**

2013 F-150 3.5L EcoBoost with DTC P00C2 and/ or P0340 in the PCM. This may be due to Non-Ford Aftermarket Powertrain Control Module (PCM) software program installed in the PCM. To confirm the vehicle has a Ford production calibration installed review the PCM calibration filename located in the IDS vehicle log file. The filename (Identified in IDS as PCM\_Filename) must begin with the prefix letter “D” to be a valid Ford production level calibration. If the filename indicates a different prefix letter advise the customer that per the vehicle’s warranty guide and the warranty and policy manual the repair is not covered under the vehicle’s warranty and the customer should contact the aftermarket calibration vendor for repair direction.

**BCM 5539 – 2011 – 2013 F-Super Duty – Parts Available For Dealer Installation Of Tow Command System**

To install a trailer brake controller (TBC) on a 2011 – 2013 F-Super Duty that was not originally equipped from the factory, order a TBC module BC3Z-2C006-C, and an instrument panel (IP) bin (8C3Z-2513546-CA). Note: The instrument cluster must also be programmed using IDS software release 82.01 or higher. Reference work shop manual section (WSM) 206-10 for additional information or IDS screens to enable TBC functions. Service Tips: Replacement of the master cylinder is not required on single rear wheel drive units (SRW) (unlike 2005-2010 F-Super Duty Model Years), only dual rear wheel (DRW) chassis cab unit include a pressure transducer below the master cylinder, and TBC module connectors are located behind or underneath the instrument panel radio bezel where TBC IP bin is installed.

**BCM 5530 – 3.5L EcoBoost Engine Erratic Or Intermittent Ticking, Tapping, Or Clatter Noise At Idle – More Noticeable Cold Start**

Some 2013 F-150 vehicles equipped with a 3.5L EcoBoost engine may exhibit a light ticking, tapping or clatter-type noise from the engine compartment when running. The noise is most noticeable at idle when cold and from the right front wheel opening. This may be due to normal operation of the mechanical vacuum pump mounted at the rear of the right cylinder head, particularly after the brake pedal is cycled several times. It should be considered a normal characteristic of the system design and no repairs should be attempted.

**BCM 5506 – 2011 – 2013 F-Super Duty – Service Heater Core – Service Tip**

For 2011 – 2013 F-Super Duty vehicles that may lead to the replacement of the heater core (base part # 18476) during vehicle life, ensure to follow the updates in the work shop manual (WSM) Section 412-01 during diagnosis, removal, and installation. Service Tip: If the repair leads to Heater Core replacement, ensure to replace both inlet/ outlet hose clamps and o’rings. Which are part of service kit part # BC3Z-8287-C. Failure to follow this direction from the WSM, may result in damage to the heater core, inlet/ outlet hoses or repeat coolant leaks. Follow normal service labor times standard (SLTS) operations for repairs. Clean service stock of heater cores (base 18476) and o’ring service kits (base 8287) are available. Refer to Does II for the latest and greatest part availability.

**BCM 5505- 2011 – 2013 F-Super Duty Equipped With Torqshift6 (6R140) – Fluid Pan, Gasket And Filter Service – Service Tip**

2011 – 2013 F-Super Duty vehicles equipped with torqshift6 (6R140) automatic transmission, the transmission fluid filter (base part # 7A098) is now available for service (part # BC3Z-7A098-B) and is sold separate from transmission fluid pan gasket (base part # 7A191). Ford diagnostics, repairs and removal and installation information, refer to updated on-line workshop manual section 307-01B and use available service labor times standards (SLTS) operations. Refer to Does II for the latest and greatest part availability.

**TSB 13-01-03 – 2011 – 2012 F-Super Duty – Torqshift6 Transmission – Delayed Engagement In Drive Or Reverse – Built On Or Before 9/30/2012**

This article supersedes TSB 12-09-04 to update the vehicle application and production fix date.

Some 2011 – 2012 F-Super Duty vehicles equipped with a Torqshift6 Transmission, without power take off (PTO) unit built on or before 7/25/2012 and with PTO unit built on or before 9/30/2012, may exhibit an intermittent delayed transmission engagement in drive or reverse. The concern will only occur during the initial transmission engagement after the vehicle is parked with the engine off for a minimum of 2 to 3 hours. This concern may be caused by the transmission pump losing prime. Follow the Service Procedures in this TSB to correct the condition by replacing the transmission pump assembly if exhibiting the concern.

**BCM 5453 – 2012 F-Super Duty Vehicles Built On Or Between 8/1/2011 And 8/1/2012 – Torqshift6 Equipped – Premature Low/Rev Clutch Failure**

Some 2012 F-Super Duty vehicles built on or between 8/1/2011 to 8/1/2012 and equipped with a Torqshift6 transmission may exhibit premature Low/Rev clutch failure due to a failed shift solenoid D (SSD). Symptoms may include but are not limited to, no reverse, no movement, whining in gear, burnt fluid smell, slipping, harsh engagement, late/ harsh 1-2 shift, low line pressure at idle, DTC codes P0767 and/ or P2703. During repair of a Torqshift6 when a burnt Low/ Reverse clutch is identified, replace damaged components as necessary and ensure replacement of the (SSD) shift solenoid D. Refer to workshop manual, section 907-01B and applicable service labor times.

**MULTIPLE VEHICLE LINES**

**TSB 13-04-23 – 2008 – 2011 Crown Victoria, Town Car, Grand Marquis, 2008 – 2010 E-Series, F-150, 2008 Mark LT – 4R75E Transmission – Grinding/ Whine/ Vibration/ Gear Slippage – Service Kit Available – Built On Or Before 1/19/2012**

This article supersedes TSB 13-01-09 to update the Service Labor Time Standards.

A service kit has been released to assist with proper repair of the 4R75E transmission in 2008 Mark LT, 2008-2010 F-150, E-Series, 2008-2011 Crown Victoria, Grand Marquis and Town Car vehicles that exhibit a grinding, whine-type noise, vibration and/ or gear slippage while driving or a loss of reverse resulting from a planetary gear assembly failure. Follow the service procedure steps in this TSB to correct the condition.

**TSB 13-04-15 – 2011 – 2013 Mustang, Expedition, F-150, Lincoln Navigator – Delayed Forward Or Reverse Transmission Engagement When Cold**

Some 2011 – 2013 Expedition, Mustang, F-150, and Navigator vehicles may exhibit a delayed forward or reverse transmission engagement condition when cold. Follow the service procedure steps in this TSB to correct the condition.

### **BCM 5865 – 2011 – 2013 Vehicles – MyTouch Functional Issues Due To Phonebook Content – Contact Volume**

Some MyTouch equipped vehicles may experience multiple functional issues such as slow navigation calculations, displayed time jump or audio popping during initial ignition on cycle. These conditions can be created by the size of the contact list within the customer's phone book. The amount of data within the contact list can create a processing problem for the mobile during a key on cycle. This can be resolved by limiting the number and/or content within the contact list. In addition, the automatic phonebook download feature can be set to off by selecting phone, settings, manage phone book, turn auto phone book off. Additional phone contacts can be added by manually re-downloading phone book in that same menu. Recommend following Workshop Manual section 415-00 for additional diagnostics and ensure a master reset is performed.

### **BCM 5856 – Vehicles Equipped With 4R75E Transmission – Service Replacement Transmission Fluid Filter Inspection**

4R75E Transmissions that are being serviced with a new Transmission Fluid Filter, please check the edge of the metal filter casing for sharp edges that may come in contact with the transmission internal wire harness. Please discard any filters with a sharp edge and replace with a new filter to avoid any future chances of the internal harness rubbing against filter. Service stock is being checked and sorted as well to help avoid this concern. Inspect the internal wire harness for sign of wear or contact with filter. Follow the Workshop Manual, section 307-01 and applicable Labor Time if harness is determined to need replaced.

### **TSB 13-02-08 – 2009 – 2010 Expedition, F-150, 2009 – 2010 Lincoln Navigator – Fuel Gauge Inaccuracy – Fluctuating Miles/ Kilometers To Empty**

Some 2009 – 2010 F-150, Expedition, Navigator vehicles may exhibit an inaccurate fuel gauge displaying  $\frac{3}{4}$  full after the fuel station nozzle shuts off and fluctuating miles/ kilometers to empty instrument cluster display. Follow the service procedure in this TSB to correct the condition.

### **TSB 13-02-03 – 2011 – 2013 Mustang, F-150, 2012 – 2013 Expedition, 2012 – 2013 Lincoln Navigator – 6R80 Transmission High Gear Engagement From A Stop And Intermittent Harsh Downshift**

Some 2011 – 2013 Mustang, F-150, 2012 – 2013 Expedition and Navigator vehicles equipped with a 6R80 transmission may exhibit a transmission engagement in higher (5<sup>th</sup>) gear when starting, or an intermittent harsh downshift while driving. The wrench indicator and/ or the seat belt minder may be on, the speedometer reads zero and the odometer display dashes while driving. Symptoms may clear after an ignition key cycle. Diagnostics codes P0720 and P0722 may or may not be stored in the Powertrain Control Module. Follow the service procedures steps in this TSB to correct the condition.

### **TSB 13-01-15 – 2011 – 2012 Explorer, 2011 – 2013 Edge, 2011 – 2013 Lincoln MKX – Anti Lock Brake System (ABS)/ Advanced Trac Warning Light Illuminated – DTCS P193C And U0401 – Built On Or Before 1/23/13**

Some 2011 – 2013 Edge, MKX and 2011 – 2012 Explorer vehicles built on or before 1/23/2013 may exhibit an illuminated ABS or Advanced Trac Light warning lamp on with diagnostic trouble codes (DTCS) P193C and U0401. The concern often occurs when shifting gears or when the engine is idling for long periods with the air conditioning system on. Follow the service procedures in this TSB to reprogram the powertrain control module to the latest calibration using IDS release 83.01 and higher.

### **BCM 5567 – 2004 – 2013 5.4L 3V Oil Pressure Specification Correction**

The minimum oil pressure specification for 2004 -2010 F-150, 2005 – 2010 F-250, F-350, 2006 – 2008 Mark LT, 2005 – 2013 Navigator with 5.4L 3V engine is 15 psi at idle with engine at operating temperature. Refer to the Online Workshop Manual Section 303-01 which has been updated with revised specification.

### **BCM 5547 – January 15, 2013 – 2007 – 2013 Multiple Vehicle Lines – Headlamp Adjustment**

The headlamp adjustment procedure in the Workshop Manual has been updated including a video showing the proper aiming/ adjustment procedures. Refer to section 417-01.

### **TSB 13-01-08 – 2011 Crown Victoria, 2011 – 2013 E-150, E-250, E-350, 2011 Town Car and Grand Marquis – Un-commanded Torque Converter Clutch – Perception Vehicle Lacks Power or Transmission Is Up-Shifting Early**

Some 2011 Crown Victoria, Grand Marquis, Town Car and 2011 – 2013 E-Series vehicles equipped with a 4R75E transmission may exhibit an un-commanded torque converter clutch or TCC partial apply immediately after the 1-2 shift. This may result in the perception that the vehicle lacks power or the transmission is up-shifting too early. Diagnostic trouble code (DTC) P1742 may be stored in the powertrain control module. In some vehicles, while operating the vehicle in manual 2<sup>nd</sup> gear and when coming to a stop, the vehicle may experience a loss of RPM. Follow the service procedure steps in this TSB to correct the condition.

### **2008 – 2011 Crown Victoria/ Grand Marquis, 2008 – 2010 E-Series, F-150, 2008 – 2011 Town Car, 2008 Mark LT – 4R75E Transmission – Grinding/ Whine/ Vibration/ Gear Slippage – Service Kit Available – Built On Or Before 1/9/2012**

This article supersedes TSB 12-11-09 to update the Service Procedure and Part List.

A service kit has been released to assist with proper repair of the 4R75E transmission in 2008 Mark LT, 2008 – 2010 F-150, E-Series, 2008 – 2011 Crown Victoria, Grand Marquis and Town Car vehicles that exhibit a grinding, whine-type noise, vibration and/ or slippage while driving or a loss of reverse resulting from a planetary gear assembly failure. Follow the service procedure steps to correct the condition.

### **BCM 5509 – Throttle Position Sensor Kit – Now Available**

If PC/ED diagnostics leads to throttle position sensor (TPS) replacement a new kit has been released (9T4Z-9B989-A). The PC/ED and workshop manual is being updated. Vehicle/ engine applications affected: 2005-2008 F-150 4.2L, 2008-2011 Focus 2.0L; 2010 -2012 Transit Connect 2.0L; 2008-2012 MKZ 3.5L; 2010 -2012 Fusion 3.5L; 2008-2012 Taurus 3.5L PFI; 2008-2009 Taurus X/ Sable 3.5L; 2009-2012 Flex 3.5L PFI; 2007-2010 Edge/ MKX 3.5L; 2009-2012 MKS 3.7L; 2010-2012 MKT 3.7L; 2007-2010 F-150 4.6L; 2007-2012 E-150/ 250 4.6L 2V.

## **DIESEL**

### **BCM 6006 – 2011 – 2013 F-Super Duty – 6.7L Diesel – Turbo Noise Characteristics**

Some 2011 – 2013 F-Super Duty 6.7L diesel equipped vehicles may experience a characteristic turbo spool-down (hoot) noise on throttle tip-out when the engine oil temperature (EOT) is below 150 F (65C) and/ or an oscillating turbo whine at idle when the EOT is below 50 F (10C). 6.7L diesel engines include improvements designed to reduce overall inherent diesel engine noises. Sound reduction improvements enable certain characteristic noises to be more easily heard. Using incorrect engine oils for the vehicles operating conditions can negatively impact the level of noise experienced. Refer to the vehicles owner/ maintenance guides for proper engine oil usage information. Customers should be informed that these noises do not affect engine durability and should be considered characteristic and no repairs are necessary.

### **BCM 5590 – 6.7L – Workshop Manual (WSM) Update – Upper Oil Plug Torque Specification**

The gold colored upper oil pan plug (W528210-S437) previously known as the zero leak plug is now serviceable. WSM section 303-01C specifications have been updated to include the upper oil pan torque specification. Replacement of the upper oil pan is no longer required to repair a leaking upper oil pan plug.

### **BCM 6008 – 2011 – 2013 F-Super Duty – 6.7L Diesel – Engine Fluid Leak Diagnostic Service Tip**

Some 6.7L diesel engine equipped vehicles may exhibit fluid leaks that appear to be coming from the front cover and/ or from the transmission bell housing area. The leaks may be due to oil, coolant or other fluids collecting in the engine valley and draining out of the front engine valley drain port or out of the rear engine valley. Prior to performing normal fluid leak diagnostics it is recommended to inspect the engine valley to ensure that no fluids have collected in this area. If coolant or oil is found in the engine valley, closely inspect the turbo charger coolant lines, the turbocharger pedestal and the engine block plugs at the rear of the valley for the source of the leak.

### **BCM 5921 – 2011 – 2013 – 6.7L Diesel – Diesel Exhaust Fluid (DEF) Testing For Petroleum Contamination**

DEF test strips are now available from Rotunda under part number 328-00012 or 328-44-863. These test strips can be used to detect petroleum based contamination of the DEF fluid when diagnosing DEF related system DTCs where fluid quality concerns are suspected. The PC/ED is in the process of being updated to include the use of the test strips. DEF system failures that are caused by petroleum based contamination 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. Damage resulting from the use of contaminated or improper fluids is not covered under warranty

### **BCM 5817 – 2013 Super Duty – 6.7L – Diagnostic Trouble Code (DTC) P2002 Setting On Low Mileage Vehicles**

Some 2013 F-Super Duty vehicles equipped with a 6.7L diesel engine may exhibit MIL on with Diagnostic Trouble Code (DTC) P2002 only with less than 5000 miles (8000 km). Performing pin point test (PPT) RB, it may lead to SCR system replacement. Before replacing the SCR system, carry out the Diesel Particulate Filter Parameter Reset function on the IDS scan tool. Refer to section 2 of the PC/ED, Resetting The Diesel Particulate Filter Parameter. If no DTC'S return, release the vehicle to the customer. If DTC'S other than P2002 are present, follow the appropriate PPT for those DTC'S. Replacement of the DPF for a P2002 code should only occur when there is soot present in the tailpipe. Engineering is currently investigating the concern. Monitor OASIS for updates.

### **Commercial Vehicle Operations BCM 5790 – 2011 – 2012 F-Super Duty – 6.7L – Runs Rough/ Misfire During Regeneration**

Some 2011 – 2012 F250-450 Super Duty Pickup trucks equipped with a 6.7L diesel engine may exhibit a runs rough/ misfire concern during regeneration. This concern does not result in diagnostic trouble codes setting and does not apply to chassis cab vehicles. This concern is currently under engineering investigation. Do not attempt to repair this concern at this time. Please monitor Oasis for future updates

### **BCM 5791 – 6.7L Diesel – Tick/ Tap Noise At Idle**

Some 6.7L diesel equipped vehicles may exhibit a ticking noise at idle after an engine oil change. It is often referred to as Typewriter Noise because of its similarity to the sound of a mechanical typewriter. When engine temperature reach 150 degrees F (65 C) or higher, (from engine idle up to approximately 1700 Rpm's), this noise can typically be heard at the front wheel well and is often isolated to the transmission bell housing or oil pan area. Typewriter Noise is not detrimental to engine function or durability and has no short or long term effects on the engine. Do not attempt repairs to eliminate this noise. This noise is characteristic of the 6.7L diesel engine and will typically cease or diminish significantly with the oil change maintenance interval.

### **BCM 5648 – 6.4L Diesel – EGR Cooler Clamp Reuse – Work Shop Manual (WSM) Update**

Replacing the EGR cooler clamps when servicing an EGR cooler on a F-Super Duty with a 6.4L diesel is no longer required. WSM section 303-08 has been updated with new vertical and horizontal EGR cooler removal and installation procedures. The EGR cooler clamps will no longer be packaged with a replacement EGR cooler, but can be obtained as an individual part if needed.

### **BCM 5612 – 2013 F-Super Duty – 6.7L Diesel – “Exhaust Fluid System Fault” Warning**

Some 2013 F-Super Duty vehicles equipped with the 6.7L Diesel engine may exhibit an “Exhaust Fluid System Fault” warning in the instrument cluster message center with no DTCS present in PCM memory. If DTCS are present or DTCS have been repaired the message can be cleared by driving the vehicle for up to 10 minutes at a steady speed of at least 30 miles per hour with engine at normal operating temperature. If no fault is present the message will not return. This concern is currently under investigation by engineering and is not caused by a fault with the instrument cluster message center.

### **BCM 5586 – Diagnostic Trouble Code (DTC) P208E – Diesel Exhaust Fluid (DEF) Injector Testing**

Some 2011-2013 F-Super Duty vehicles equipped with 6.7L Diesel engine may exhibit Malfunction Indicator Lamp (MIL) with DTC P208E stored in Powertrain Control Module memory with or without DTC P204F. Results of Selective Catalyst Reductant (SCR) dosing RK7 measurement test may be zero or below specified 45-55mL requirement due to urea crystals plugging the DEF injector nozzle. If the measurement is below the specified amount, perform diagnostic procedure RK7 two additional times and reinstall the reductant injector if dosing measurement requirement is met. If the dosing measurement remains below specified 45-55 mL requirement, the DEF injector should be replaced. The DEF pump should not be replaced for DTC P208E. Engineering investigation in progress.

### **BCM 5585 – 6.7L Diesel – MIL “On” With Diagnostic Trouble Code (DTC) P20BD And/ Or P20BE**

Some 2011 – 2013 F-Super Duty 6.7L diesel equipped vehicles may experience a MIL on DTC P20BD and/ or P20BE due to a damaged heated diesel exhaust fluid (DEF) reductant tube. Inspect the tube for damage that may have occurred during transportation/ shipment, along the outside frame rail ahead of rear tire(s). If damage is found, replace the DEF reductant tube, base part number (5J249), as required. Warranty claims should be claimed under the transportation damage guidelines as per the warranty and policy manual. If no damage is found, proceed with normal diagnostics.

### **TSB 13-04-03 – 2011 – 2012 F-250, F-350, F-450 – 6.7L – Engine Shudder With Or Without Turbo Flutter Noise During Steady Throttle – 900-14000 RPM – Built On Or Before 5/16/2012**

This article supersedes TSB 11-12-14 to add a production fix date and update to the Service Procedure. Some F-Super Duty F-250-F-450 pickup truck vehicles equipped with a 6.7L diesel engine and built on or before 5/16/2012 may experience and engine shudder with or without turbo flutter noise around 900-1400 RPM with steady throttle. The issue may be more noticeable at high elevation, high ambient temperature and/ or when driving up a slight incline. The concern is not present during regeneration or while using cruise control. Some vehicles that exhibit the concern may set diagnostic trouble code (DTC) P0299. Follow the Service Procedure in this TSB to diagnose this concern.

### **BCM 5452 – 2003 – 2013 F-Super Duty, 2003 – 2005 Excursion, 2004 – 2010 E-350 And E-450 – 6.0L/ 6.4L/ 6.7L Diesels Not Rated For Fuel Economy By EPA/ Do Not Attempt Repair**

Vehicles with a 6.0L, 6.4L or 6.7L diesel engine are not rated by the EPA for fuel economy. To diagnose fuel economy concerns, follow the appropriate symptom chart located in the PC/ED as reported by the customer. Remind the customer that fuel economy is affected by many things including: fuel quality, winter blend fuel, ambient temperature, frequent stops, idle time (one hour at idle is equal to 25 miles of driving), trailer towing, speed, accessories that produce drag, non-standard tires, tire pressure, heavy loads, and abrupt acceleration. 6.4L and 6.7L engines can also see an affect in fuel economy depending on the frequency of the diesel particulate filter regeneration.

**BCM 5887 – 2011 – 2012 F-650/ F-750 – 6.7L Cummins – No Crank/ No Start With No Diagnostic Trouble Codes (DTCS)**

Some 2011 – 2012 F-650 and F-750 vehicles equipped with a 6.7L Cummins engine may exhibit a no crank/ no start condition with no DTCS. If determined to be the result of the starter ring gear separating from the flex plate, repairs must be performed by a Cummins certified repair facility. Refer to Warranty and Policy Manual, Section 3 for warranty coverage information on Cummins components and F-650 and higher series vehicles. If vehicle cannot be moved to a Cummins Certified Repair Facility, reference the Cummins Temporary Repair Practice (TRP) T1331, located on the Cummins RapidServe website.

**BCM 5931 – 2011 – 2012 F-Super Duty – 6.7L – Diesel Fuel Conditioning Module (DFCM) Service Tip Job Aid**

6.7L Diesel Fuel Conditioning Module (DFCM) are being replaced due to audible noises that can resonate through the fuel lines. Engineering review has found that DFCM noise is not typically a concern with the DFCM itself but a result of air ingress or restrictions in the fuel system. A 6.7L DFCM Noise/ Repair Job Aid is available on PTS to assist with identifying the most common sources of air ingress or restrictions in the fuel system. This job aid also contains tips for fuel filter replacement and fuel system bleeding.

**BCM 5932 – 2011 – 2013 F-Super Duty – 6.7L – Fuel System Repair/ Replacement Due To Fuel System Contamination**

Some 2011 – 2013 F-Super Duty vehicles equipped with the 6.7L Diesel engine may exhibit one or more of the following conditions: crank no start, extended crank hard start, runs rough, low power, engine knocking, exhaust smoke, slow to build or low fuel rail pressure (FRP). These concerns may be caused by contaminated fuel. Refer to the Diesel Fuel System Contamination diagnosis and service procedure job aid available on PTS or FMCdealer.com. Damage to the fuel system caused by contaminated fuel is not warrantable.

**BCM 5947 – 2011 – 2103 – 6.7L Diesel – Diesel Exhaust Fluid (DEF) Usage**

6.7L diesel customers may inquire about diesel exhaust fluid (DEF) usage/ range. Generally, the DEF tank should be filled during the oil change service interval. Driving conditions that affect fuel consumption such as heavy loading, towing, hilly terrain, extended idling will result in increased DEF fluid consumption and may require additional DEF fluid between service intervals. Proper refilling of the DEF tank is essential to prevent additional DEF fluid refills. Pick-up vehicles have 5.1 gal (19.3 ltrs) capacity and chassis cab vehicles have 6.2 gal (23.5 ltrs) capacity.

Tip: If the message center enters a distance to empty countdown, verify the DEF tank level with the IDS and fill the tank until the Reduct\_TNK\_LV PID reads 66% or greater to exit the countdown. See the “Diesel Exhaust Fluid Usage Guidelines Chart” located under the service tips tab on PTS.