



## **SERVICE MESSAGES & BULLETINS MAY - SEPTEMBER 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**

#### **BCM 4118 – 2011 – 2014 Fiesta/ 2012 – 2014 Focus – Transmission Over Heat Message**

Some 2011 – 2014 Fiesta and 2012 – 2014 Focus vehicles may display the transmission over heat message with any of the following Diagnostic Trouble Codes (DTCS) P0706, P0707, P0708, P2801, P2802, P2805, P0882, P0702, U0100, or U0294. These codes may cause an overheat message to display without the transmission overheating. Diagnose the codes prior to diagnosing the overheat message. Refer to the work shop manual 307-01 for Focus and 2014 Fiesta Models and 307-11 for 2011 – 2013 Fiesta models.

#### **TSB 13-09-12 2010 – 2012 Escape, 2010 – 2011 Mariner – Liftgate Latch Handle Gasket Peeling Or Hanging Loose**

Some 2010 – 2012 Escape and 2010 – 2011 Mariner vehicles may exhibit a condition with the liftgate latch handle gasket peeling or hanging loose. Follow the service procedure in this TSB to correct the condition

#### **TSB 13-09-13 – 2013 C-Max, Fusion – Energi – Lack Of 120V/ 240V Charging And DTCS P0D08 And / Or P0D0F**

Some 2013 C-Max and Fusion Energi vehicles may fail to charge using either 120 volt Level-1 Electric Vehicle Service Equipment (EVSE) or 240V Level-2 EVSE. Diagnostic Trouble Codes (DTC) P0D08 and/ or P0D0F will be present in the Battery Energy Control Module (BECM). Reprogram the BECM to the latest calibration using Integrated Diagnostic System (IDS) release 86.03 and higher.

#### **TSB 13-09-09 – 2013 C-Max, 2013 – 2014 Focus, Escape – Clunk/ Rattle Noise From Front End During Parking Maneuvers And/ Or Over Rough Surfaces At Low Speeds Between 8-32 KM/H (5-20 MPH)**

Some 2012 – 2014 Focus, 2013 – 2014 Escape and C-Max vehicles may exhibit a clunk and/ or rattle-type noise from the left and/ or right front strut area at speeds between 8-32 KM/H (5-20 MPH) over minor road surface imperfections. Follow the Service Procedure steps in this TSB to correct the condition.

#### **TSB 13-09-08 2013 – 2014 Taurus, 2012 – 2014 Edge, Explorer, 2013 – 2014 Lincoln – 2.0L GTDI Engine – Driveability Concerns – DTCS P0128/ P010 Or P0236**

Some 2012 – 2014 Edge, Explorer, 2013 – 2014 MKT and Taurus vehicles equipped with a 2.0L Gasoline Turbocharged Direct Injection (GTDI) may exhibit difficult to start, runs rough, crank-no start, lack of power, loss of idle RPM or hesitation concerns with diagnostic trouble codes (DTCS) P0106, P0236, or a repeat P0128. These conditions may be caused by a wiring concern in the signal return splice. Follow the service procedure in this TSB to correct the condition.

**TSB 13-09-06 – 2013 Escape – Single Pop Type Noise From Under Vehicle After Cold Start – Built On Or Before 5/6/2013**

Some 2013 Escape vehicles built on or before 5/6/2013 may exhibit a single pop-type noise from the exhaust system when starting the engine after vehicle is parked for several hours. Noise typically occurs within 1 to 3 seconds after engine starts. This may be due to a baffle in the front muffler assembly. Follow the service procedure steps in the TSB to correct the condition.

**TSB 13-09-04 – 2011 – 2014 Fiesta, 2012 – 2014 Focus – Intermittent Transmission Clutch Shudder DPS6 Transmission And/ Or Transmission Fluid Leak**

This article supersedes TSB 13-04-05, 12-04-06 and 11-12-13 to consolidate previously released information, update the model years, Service Procedure and Part List.

Some 2011 – 2014 Fiesta and 2012 – 2014 Focus vehicles equipped with a DPS6 automatic transmission may exhibit an intermittent transmission clutch shudder on light acceleration from a stop. Some vehicles may or may not exhibit transmission fluid leaking from the clutch housing. Follow the Service Procedure steps in this TSB to correct the concern.

**BCM 6554 – 2013 Explorer Fuel Pump Inoperative Connector C3053 – Loose/ Damaged Female Terminal**

Some 2013 Explorer may exhibit inoperative fuel pump due to loose/ damaged female terminal in cavities A and H of connector C3053. Make an in-line connector by pass by cutting the wires for these circuits two inches back from connector and seal both cut wire ends with heat shrink tubes and pinch off the empty end of the shrink tubes to seal. Splice a 12 gauge wire to the 10 gauge wire on the 14A005 harness with a 10-12 gauge butt splice. Splice the 12 gauge wire to the 14 gauge wire on the 14407 harness with a 12-16 gauge butt splice. Seal both splices with heat shrink tubes. Use splice kit: 3U2Z-14A088-CA Wire Splice/ Shrink Tube Kit 10-12 gauge and 3U2Z-14A088-BA Wire Splice/ Shrink Tube Kit 12-16 gauge. We are releasing the pigtail kits to have complete repair capability.

**BCM 6532 – 2012 – 2013 Focus – Vibration In Reverse After Transmission Removal And Installation – Service Tip**

Some 2012 – 2013 Focus vehicles equipped with a DPS6 transmission may exhibit a vibration in reverse after a transmission removal and installation. Prior to following normal diagnostics, first ensure the two roll restrictor bolts are correctly installed. The roll restrictor to engine bolt is longer than the roll restrictor to frame bolt which could touch the steering rack and ground out. If no issues are found, follow normal diagnostics.

**BCM 6531 – 2011 – 2014 Fiesta/ 2012 – 2014 Focus – Fluid Leak Between The Engine And Transmission**

Some 2011 – 2014 Fiesta and 2012 – 2014 Focus vehicles equipped with a DPS6 transmission may experience a fluid leak between the engine and transmission. Be aware that the engine oil and DPS6 transmission fluid are similar color and texture. A transmission fluid leak at the input shaft seal can cause a buildup of fluid in the bell housing; creating the appearance of a rear main seal leak. The rear main seal should only be replaced after a rear main seal failure is confirmed through appropriate diagnostics outlined in the online Workshop Manual (WSM) Section 303-00/ Diagnosis and Testing

**BCM 6535 – 2011 – 2013 Edge/ MKX/ Explorer “Shift To Park” Message While In Park**

2011 – 2013 Edge/ MKX/ Explorer “Shift To Park” message may be displayed with the shifter in Park if the shift cable is not correctly adjusted. Follow the shift cable adjustment procedure in the work shop manual section 307-05 to correct this condition. Remember that the shift cable adjustment is always done with both the shifter and transmission in Drive.

**BCM 6458 – 2014 Escape – Engine Stays Running After The Ignition Is Shut Off**

Some 2014 Escape vehicles built on or before 7/15/13 may exhibit a concern with the engine still running after the ignition is shut off. This may be due to a solder short between pins 18 and 19 in the BCM (Body Control Module) for connector C2280F. If a vehicle comes in for this concern, access the BCM and remove connector C2280F. Check for continuity between pins 18 and 19. If continuity is present, replace the BCM per WSM Section 419-10. If there is no continuity between pins 18 and 19 in C2280F, inspect connector C311 for any bent pins and repair as necessary.

**TSB 13-07-10 – 2013 C-Max – 12-Volt Battery Discharged – Will Not Hold Charge – Radio With 4.2-Inch Display Only – Built On Or Before 6/21/2013**

This article supersedes TSB 13-04-13 to update the Part List/ Service procedure and vehicle build date. Some 2013 C-Max vehicles equipped with a 4.2 inch display radio only and built on or before 6/21/2013, 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.

**TSB 13-07-11 – 2013 C-Max, Fusion – Energi – High Voltage Battery Charging Message – Is Vehicle Plugged-In? – DTC U019B And/ Or P0CF7 – Built On Or Before 4/15/2013**

This article supersedes TSB 13-06-25 to update the Service Procedure. Some 2013 C-Max Energi and Fusion Energi vehicles built on or before 4/15/2013 may exhibit diagnostic trouble codes (DTC) with – Is Vehicle Plugged-In? Y/N – Message related to charging of the high voltage battery. Follow the Service Procedure steps in this TSB to correct the condition.

**BCM 6390 – 2013 Escape – Single Pop – Type Noise From Vehicle After Cold Start – Built On Or Before 5/6/2013**

Some 2013 Escape vehicles built on or before 5/6/2013 may exhibit a single pop-type noise from the exhaust system when starting the engine after vehicle is parked for several hours. Noise typically occurs within 1-3 seconds after engine starts. This may be due to a baffle in the front muffler assembly. If a vehicle comes in for this condition, let it sit for a minimum of 4 hours. Start the vehicle with the driver's door open. If the vehicle exhibits the pop noise from the exhaust, replace the front muffler assembly (CV6Z-5230-Q) and 2 exhaust clamps (CV6Z-5A231-D). Refer to Workshop Manual (WSM), Section 309-00 and use available service labor times. If the vehicle does not display the single pop noise from the exhaust system, this article does not apply. Refer to WSM, Section 100-04 for normal diagnostics.

**TSB 13-05-25 – 2013 Taurus – Police Interceptor – Air Bag Warning Lamp – Diagnostic Trouble Codes (DTCS) B0050:11 Or B0050:13**

Some 2013 Taurus Police Interceptor sedan vehicles may exhibit an illuminated air bag warning lamp with DTCS B0050:11 or B0050:13. Follow the service procedure in this TSB to correct the condition by replacing the front safety seat belt buckle. Refer to Workshop Manual, Section 501-20.

**BCM 6361 – 2012 – 2013 Focus – Various Drivability, Transmission Shift/ Engagement Concerns And/ Or DTCS – Service Tip**

Some 2012 – 2013 Focus vehicles may exhibit engine start concerns no crank, no automatic transmission concerns in Drive or Reverse when shifting from Park including no engagement, delayed or intermittent engagement. With or without a powertrain diagnostic trouble codes (DTC) P06B8, P0805, P0809, P0850, P087A, P087E, P0884, P283A, P2831, P2832, P2835, P2836, P2837 and may also set DTC P0700 without any accompanying fault codes. Prior to following normal diagnostics, first check G-104 for good body to ground contact. If ground eyelet can be rotated by hand, torque fastener to 12 Nm and verify eyelet cannot be rotated. If no issues are found, follow normal diagnostics.

**BCM 6315 – 2013 Fusion/ MKZ – Gurgle/ Slosh/ Percolating/ Tapping Noise From Fuel Tank Area**

Some 2013 Fusion and MKZ vehicles may exhibit a gurgle, slosh, percolating, tapping noise from the fuel tank area. The condition is only present with the fuel level 7/8 or above. For any vehicle not addressed in TSB 13-07-13, engineering is aware of the condition. No repairs are recommended at this time. Please submit Global Concern Reports and monitor OASIS for updates.

**TSB 13-07-03 – 2013 Fusion – 1.6L GTDI – Gurgle/ Slosh/ Percolating/ Tapping Noise From Fuel Tank Area**

Some 2013 Fusion vehicles equipped with the 1.6L Gasoline Turbo Direct Injection (GTDI) engine may exhibit a gurgling, sloshing, 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. Follow the service procedure steps in this TSB to correct the condition.

**BCM 6311 – 2012 – 2013 Focus – 2013 Escape – Inoperative Cruise Control Function With Diagnostic Trouble Code (DTC) B112B:07 – Built On Or Before 8/15/2012**

Some 2012 – 2013 Focus and 2013 Escape vehicles equipped with cruise control and built on or before 8/15/2012 may have an inoperative cruise control with DTC B112B:07. If diagnostics leads to the steering wheel wiring harness as the cause of the concern, it is now a separately serviced part, base number 14A320. The Workshop Manual and Service Parts Catalog have been corrected.

**2013 C-Max, Fusion – Energi – High Voltage Battery Charging Message – Is Vehicle Plugged-In? – DTC U019B And/ Or P0CF7 – Built On Or Before 4/15/2013**

Some 2013 C-Max Energi and Fusion Energi vehicles built on or before 4/15/2013 may exhibit diagnostic trouble codes (DTC) with – Is vehicle plug-in? Y/N – message related to charging of the high voltage battery. Follow the service procedure steps in this TSB to correct the condition.

**BCM 6241 – 2013 Police Utility Tire Pressure Monitoring System (TPMS) Lamp On**

Some 2013 – 2014 Police Utility units may exhibit a Tire Pressure Monitor System (TPMS) lamp on and/ or one or more tire sensors that won't program. This may be due to electrical interference caused by the add-on police radios and equipment. The TPMS module is located at the base of the center stack on units with the steel console mounting plate, and under the center console on units with the interior upgrade package. Please refer to Police Interceptor Modifier Bulletin P018 which can be found under the 2013 Police Modifiers Guide selection on the Ford Fleet website for information regarding relocating and shielding the module to reduce signal interference. Changes to the vehicle to reduce interference caused by add-on equipment are not warrantable.

**TSB 13-06-23 – 2013 C-Max/ Fusion/ MKZ – Hybrid And Energi – Cold Weather Charging Improvements**

The article supersedes TSB 13-05-01 to update the Title, Issue Statement and Service Procedures  
Some 2013 C-Max Hybrid/ Energi vehicles built on or before 4/9/2013 and Fusion Hybrid/ Energi and MKZ Hybrid vehicles built on or before 6/12/2013 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 during cold weather temperatures, less than 0 degrees Celsius (32 degrees Fahrenheit). Per this TSB, follow the service procedures to correct the condition.

**TSB 13-06-01 – 2013 Fusion, Lincoln MKZ – Fuel Filler Nozzle Shutting Off Before Adding 3.8L (1 Gallon) – Built On Or Before 4/8/2013**

Some 2013 Fusion and MKZ vehicles built on or before 4/8/2013 may exhibit a customer concern of the fuel filler nozzle shutting off before adding 3.8L (1 gallon). Follow the Service Procedure steps in this TSB to correct the condition by replacing the fuel tank filler pipe. Refer to workshop manual section 310-01.

**TSB 13-06-03 – 2013 Fusion, Lincoln MKZ – Reduced Fuel Tank Capacity – Empty Refill 38 to 45 Liters (10 To 12 Gallons) Built On Or Before 4/2/2013**

Some 2013 Fusion and MKZ Front Wheel Drive (FWD) vehicle equipped with a 1.6L Gasoline Turbocharged Direct Injection (GTDI) engine and Federal emissions, or a 2.0L GTDI engine and built on or before 4/2/2013 may exhibit a concern where the fuel tank will only accept 38 to 45 liters (10 to 12 gallons) when refueling with the gauge indicating empty and/ or the distance to empty below 56 kilometers (35 miles). Follow the Service Procedure in this TSB to correct the condition by replacing the fuel tank and reprogramming the instrument panel cluster to the latest calibration using IDS release 85.01 and higher.

**TSB 13-05-32 – 2013 Fusion, 2013 Lincoln MKZ – No Start – No Key Detected – Remote Keyless Entry (RKE) Functions Inoperative**

Some 2013 Fusion and MKZ vehicles equipped with push button start may exhibit a no crank/ no start with a No Key Detected message and all RKE functions inoperative from both remote controls. Reprogram the Radio Transceiver Module (RTM) to the latest calibration using Integrated Diagnostic System (IDS) release 85.01 and higher.

**TSB 13-05-31 – 2013 Explorer – 3.5L Gasoline Turbocharged Direct Injection (GTDI) – Extended Crank Time And Delayed Upshifts – TSB 13-05-31**

Some 2013 Explorer vehicles equipped with 3.5L GTDI engines may exhibit long crank-to-start times and delayed/ harsh downshift when commanded in the middle of a 4-5 or 3-5 upshift and delayed upshifts from 3<sup>rd</sup>, 4<sup>th</sup> or 5<sup>th</sup> gear when transmission fluid temperature is below 21 degrees Celsius (70 degrees Fahrenheit). Follow this TSB and reprogram the powertrain control module (PCM) to the latest calibration using integrated diagnostic system (IDS) release 85.01 and higher.

**BCM 6110 – 2012 – 2013 Focus With MyTouch – Touchscreen Calibration Process**

2012 – 2013 Focus vehicles equipped with MyTouch, touchscreen calibration must be performed after any APIM programming, replacement or disconnect from Front Display Interface Module (FDIM). The touchscreen calibration is accomplished through either scan tool directions or through Audio Control Module (ACM) Bezel Diagnostic selections. Refer to WSM section 415-00C, General Procedures, Touchscreen Calibration. Workshop Manuals are being updated to reflect calibration needs for FDIM during removal/ replacement.

**BCM 6537 – Multi Vehicle Line – Front Display Interface Module (FDIM) Display Distortion**

Some 2011 Focus, Mariner; 2011 – 2012 Escape; 2012 Flex, Fusion, Taurus; 2012 – 2013 F-150; 2012 – 2014 Mustang vehicles may have a distorted FDIM display often described as being delaminated, frosted, cloudy, hazy, faded, and/ or foggy. FDIM service parts have been improved and are now available. Please use available labor times to correct the condition.

**BCM 6109 – 2011 – 2013 Multiple Vehicle Lines With MyTouch – Touchscreen Calibration Process**

For vehicle lines equipped with MyTouch, touchscreen calibration must be performed after any APIM programming, replacement or disconnect from Front Display Interface Module (FDIM). The touchscreen calibration is accomplished through either scan tool directions or WSM section 415-00, General Procedures for APIM programming and using the second to last step or from General Procedures, Touchscreen Calibration. Workshop Manuals are being updated to reflect calibration needs for FDIM during removal/ replacement.

**TSB 13-05-24 – 2013 Fusion – Ting/ Pop/ Click – Type Noise – Front Halfshaft**

Some 2013 Fusion, Fusion Hybrid and Fusion Energi vehicles may exhibit a noise that could be described as a ting, pop, or click-type noise from the front wheel area when accelerating from a stop or when shifting between drive/ reverse and reverse/ drive. Follow the service procedure in this TSB to correct the condition.

**TSB 13-05-25 – 2013 Taurus – Police Interceptor – Air Bag Warning Lamp – Diagnostic Trouble Codes (DTCS) B0050:11 Or B0050:13**

Some 2013 Taurus Police Interceptor sedan vehicles may exhibit an illuminated air bag warning lamp DTCS B0050:11 or B0050:13. Follow the service procedure step to correct the condition by replacing the front safety seat belt buckle. Refer to the workshop manual, section 501-20.

**BCM 6081 – 2013 Fusion/ MKZ – No Start With No Key Detected Message**

Some 2013 MKZ vehicles and Fusion vehicles equipped with Intelligent Access may exhibit a no crank/ no start with a No Key Detected message. To start the vehicle, advise the customer to place the key in the backup slot. The backup slot for MKZ is located under the rubber liner in the cup holder. The backup slot for the Fusion is in the center console. To avoid this condition, the customer should press the Unlock button on the key fob, even if the vehicle is already unlocked, and open the driver's door within five seconds. Monitor OASIS for updates. Engineering is aware of this condition and no repairs are recommended.

**TSB 13-05-21 – 2013 C-Max, Fusion, Lincoln MKZ – Overly Sensitive Brakes Or Perceived Delayed Transmission Reverse Engagement**

Some 2013 C-Max Hybrid/ Energi vehicles built on or before 10/2/2012, and Fusion Hybrid/ Energi and MKZ Hybrid vehicles built on or before 11/01/2012, may exhibit an overly sensitive brake pedal feel often described as grabby brakes, or a perceived 2-3 second delayed transmission engagement in reverse due to the hill start assist feature activating briefly after starting the vehicle. Follow the service procedure steps in this TSB to correct the condition by reprogramming the Anti-Lock Brake System (ABS) module to the latest calibration using Integrated Diagnostic System (IDS) release 84.02 and higher.

**TSB 13-06-01 – 2013 Taurus, Explorer – Police Interceptor Utility And Sedan – Front Door Window Glass Sticking Or Binding – Built On Or Before 3/26/13**

Some 2013 Police Interceptor Utility and Sedan vehicles equipped with ballistic door panels built on or before 3/26/2013 may exhibit a sticking or binding door window glass on the left or right front door. Follow the Service Procedure steps in this TSB to correct the condition.

**TSB 13-09-18 – 2012 – 2013 Explorer – 3.5L TI-VCT – Foul Odor From Cooling System – Built On Or Before 7/9/2012**

The article supersedes TSB 12-08-08 to update the Service Procedure and Part List. Some 2012 – 2013 Explorer vehicles equipped with a 3.5L Twin Independent Variable Cam Timing (TI-VCT) engine and built on or before 7/9/2012 may exhibit a foul, rotten-egg type odor coming from the cooling system or components, typically after coming to a stop with the climate control recirculation door in the fresh air mode. Follow the Service Procedure Steps in this TSB to correct the condition.

**TSB 13-09-22 – Sync – Various Functionality Concerns – 2012 – 2013 Fiesta, Focus, Fusion, E-Series, Edge, Expedition, Explorer, F-150, F-Super Duty, 2012 – 2014 Mustang, 2013 C-Max, Taurus, Escape, 2013 – 2014 Flex, 2012 MKZ, 2012 – 2013 Navigator**

This article supersedes TSB 13-06-17 to update the vehicle model years and add production fix dates. Various vehicles equipped with SYNC may exhibit concerns related to SYNC features. Refer to the vehicle list in this TSB to determine applicable vehicle lines and build dates located in the Service Procedure Section along with complete symptom details. Follow the Service Procedure Steps to improve the condition. This procedure excludes vehicles equipped with MyFord Touch or MyLincoln Touch.

**TRUCK LINES**

**BCM 4101 – 2011 – 2014 F-Super Duty Equipped With Air Conditioning – Dirt Or Dust Coming Out Of Vents**

Some 2011 – 2014 F-Super Duty vehicles equipped with air conditioning and operated in extremely dusty environments and/ or extended idle time may exhibit dirt/ dust coming out of the instrument panel vents. Advise operator to put the Heating, Ventilating Air Conditioning (HVAC) controls in the recirculated air mode when operating under these conditions, this helps prevent the ingestion of dust/ dirt through the cowl and into the HVAC system. Note: If a functional condition does exist, proceed with normal diagnostics in workshop manual section 412-00.

**BCM 4100 – 2009 – 2013 – F650/ F750 Vehicles With Hydraulic Brakes – Invalid DTC (Diagnostic Trouble Code) Set In The GEM (Generic Electronic Module)**

During diagnostics a C1268 (Hydromax Motor Relay # 1 Circuit Failure) DTC may be encountered from the GEM when pulling codes or after configuring a new GEM. Because Hydromax is no longer used this DTC should be ignored. There is currently no method to configure the GEM to not set this DTC.

**BCM 4065 – Some 2011 – 2014 F-Super Duty Vehicles May Exhibit An Optical Illusion Of The Rear Suspension Dog Tracking Or Axle Not Square To The Frame**

Some 2011 – 2014 F-Super Duty 4X4 vehicles may exhibit a customer complaint that their F-Super Duty appears to dog-track. The front axle track width is wider than the rear axle track width. This difference in track width can cause an optical illusion that gives the impression that the vehicle is dog-tracking. If the vehicle is dog-tracking and it is not an optical illusion caused by the track width difference, refer to workshop manual section 204-00 for updated diagnostics and repair.

**BCM 4072 – 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 or plugged into the backside of the IP coin holder.

**TSB 13-09-17 – 2010 – 2013 Transit Connect – Heated Rear Window Glass Breaking**

Some 2010 – 2013 Transit Connect vehicles equipped with heated rear window glass only may exhibit a concern of the LH or RH rear window glass breaking after turning on the system. This concern may also occur without the heated function energized, but only during ambient temperatures of 11 degrees Celsius ( 52 degrees Fahrenheit) and below. Follow the Service Procedure steps in this TSB to correct the condition.

**BCM 6555 – 2011 – 2013 F-150 3.5L GTDI – Identifying Latest Level Charge Air Cooler (CAC) By Service/ Engineering Part Numbers**

2011 – 2013 F-150 3.5L Gas Turbo Direct Injected (GTDI) latest level CAC can be identified by inspecting the white part number label located on the driver side end tank of the CAC. Service part BL3Z-6K775-B (Engineering part BL34-9L440-AE) is applicable to 2011 – 2012 model years only and Service part DL3Z-6K775-B (Engineering part DL34-9L440-AC/AD) is applicable to 2013 model year only.

**TSB 13-09-01 – 2011 F-59 Commercial Stripped Chassis/ F-53 Motorhome Chassis – Loss Of Power To Upfitter Installed Systems And Accessories**

This article supersedes TSB 13-08-06 to update the Service Procedure Illustration

Some 2011 F-59 Commercial Chassis and F-53 Motorhome Chassis may exhibit a loss of power to upfitter installed systems and accessories. This may be due to the accessory diode in the Central Junction Box (CJB). Follow the service procedure steps in this TSB to correct the condition.

**TSB 13-08-01 – 2011 – 2012 F-150 – 3.5L GTDI – Intermittent Stumble/ Misfire On Acceleration From Highway Cruise In Humid Or Damp Conditions With Possible DTC P0304, P0305, P0306, Or P0430**

This article supersedes TSB 13-03-03 to update the Service Procedure and Part List

Some 2011 – 2012 F-150 equipped with a 3.5L gasoline turbocharged direct injection (GTDI) Ecoboost engine may exhibit an intermittent stumble and/ or misfire on hard acceleration after an extended drive at highway speeds during high humidity or damp conditions. This may result in either a steady or flashing malfunction indicator lamp (MIL). Diagnostic trouble codes (DTCS) P0304, P0305, P0306, or P0430 may also be present. Evidence of misfire may be available in Misfire Freeze Frame Data even with no active DTCS. Follow the Service Procedure steps in this TSB to correct the condition.

**TSB 13-08-04 – 2013 F-650 – 6.8L Engine – Accessory Drive Belt Concerns – Built On 12/1/2012 And Through 5/21/2013**

Some 2013 F-Super Duty 650 vehicles equipped with 6.8L engine and built on 12/1/2012 and through 5/21/2013 may exhibit front end accessory drive (FEAD) belt concerns. This may be due to mis-positioning of the power steering pump pulley. Follow the service procedure steps in this TSB to correct the condition.

**TSB 13-07-07 – 2012 – 2013 F-150 – 4X4 With 145 Inch Wheelbase – Click/ Snap Noise On Initial Acceleration From A Stop**

The article supersedes TSB 12-11-17 to update the vehicle model years. Part List and Service Procedure.

Some 2012 – 2013 F-150 4X4 vehicles with a 145-inch wheelbase may exhibit an intermittent click or snap-type noise from the rear axle on initial light acceleration from a stop in either drive or reverse. The noise may also occur on light acceleration after changing direction from drive to reverse, or reverse to drive. Follow the Service Procedure steps in this TSB to correct the condition.

**TSB 13-07-06 – 2009 – 2011 F-150 – 9.75 Rear Axle Chatter – Shudder – Vibration On Slow Turns**

The article supersedes TSB 11-11-06 to update the vehicle model years.

Some 2009 – 2011 F-150 vehicles equipped 9.75 rear axle assembly may exhibit a shudder, chatter and/or vibration during slow, tight turns more and noticeable after cold startup. Concern maybe less noticeable once rear axle fluid warms up. Follow the service procedure in this TSB to correct the condition.

**BCM 6338 – 2013 Econoline – Intermittent No Crank – Rear Camera Inoperative**

Some 2013 E-Series vehicles equipped with a 4R75E transmission may exhibit intermittent no crank/ no start condition. Vehicles equipped with rear view camera may exhibit intermittent loss of camera display function.

These conditions may be caused by poor pin fit at Transmission Range Sensor C167. Follow procedures in Wiring Diagram, Section 5-1 to diagnosis and repair terminals or pigtail as required and use published service labor time standards



**BCM 6134 – 2011 – 2013 F-Super Duty – Torqshift 6 Automatic Transmission – Band 1 Solenoid Kits – Now Available**

2011 – 2013 F-Super Duty vehicles when normal diagnostics lead to transmission solenoid replacement where a Band 1 solenoid is used, replacement of the (7A100) main control assembly is no longer necessary. Band 1 solenoid kits have been released for service and the part catalog has been updated.

**TSB 13-06-26 – 2013 F-250, F-350 – 6.2L Engine – Red Brake Warning Indicator – DTC C101A:62 – Built On Or Before 2/21/2013**

Some 2013 F-Super Duty 250/350 vehicles equipped with 6.2L engine and built on or before 2/21/2013 may exhibit illuminated red brake warning indicator with diagnostic trouble code (DTC) C101:62 – vacuum pressure sensor signal error in the anti-lock brake (ABS) module. Follow the service procedures in this TSB to reprogram the ABS module to the latest calibration using IDS release 85.03 and higher.

**BCM 6307 – 2013 F-Super Duty Equipped With 6.2L Gas Or 6.7L Diesel Engine With 6R140 Transmission – PTO Noise Normal Characteristic**

Some 2013 F-Super Duty vehicles equipped with a 6.2L or 6.7L engine and 6R140 transmission may exhibit a noise upon installation of a power take off (PTO). The noise (rattle, chatter, etc.) only occurs when the PTO is not engaged and goes away with increased engine speed. The noise does not indicate a problem with the PTO or the transmission. It is the result of the engine firing pulses being transferred into the PTO gear train. The noise will vary between truck chassis, engines, transmissions and PTO manufacturers due to the stiffness of the system's as well as the variation in the components. It does not affect the performance or durability of the truck or the PTO. This is a normal PTO characteristic and repairs should not be attempted.

**BCM 6299 – 2012 – 2013 F-150 4X4 – 3.5L – Transmission Fluid Leak – Built On 5/23/2012 And Through 6/3/2013**

Some 2012 – 2013 F-150 4X4 with 3.5L built on 5/23/2012 and through 6/3/2013 may exhibit a transmission fluid leak from the bell housing. For visible leaks clean the location on the transmission and add Dye-Lite ATF/ Power Steering Fluid Leak Detection Dye to the transmission fluid. Refer to the Workshop Manual (WSM), Section 307-01 Leakage Inspection. For vehicles built within the build dates mentioned please look closely to approximately the 4 o'clock to 6 o'clock area of the case ribs in the bell housing if the leak is coming out from this area, replacement of the transmission case will be required. Refer to WSM 307-01 Transmission Disassembly and use available service labor times. For vehicles that are not leaking in that specific case area please follow the appropriate WSM procedure based on location of the leak.

**BCM 6177 – 2011 F-150 Intermittent Brake Clunk In Reverse – Units Built Before 5/21/2011**

Some 2011 F-150 vehicles built before 5/21/2011 may exhibit an intermittent clunk noise from the rear brakes on the first few brake applications while backing up. This concern may be more prevalent in cool/ humid conditions. If this concern occurs apply a thin film of grease 8U7Z-19A506-A to both rear brake caliper piston faces where they contact the inner rear brake pad backing plates. Refer to WSM Section 206-04 for the rear brake pad removal and installation procedure and use applicable labor operations. If the concern still occurs refer to workshop manual Section 206-00 for further diagnostics.

**TSB 13-06-09 – 2011 – 2013 E-Series – 5.4L 2V and 6.8L 2V Engine – Excessive Engine Oil Consumption**

This article supersedes TSB 13-05-04 to update the warranty causal part number and the vehicle line application. Some 2011 – 2013 E-Series vehicles equipped with a 5.4L 2V or 6.8L 2V engine and built on or before 11/12/2012 may exhibit excessive oil consumption determined as less than 4,800 KM (3,000 Miles) driven per 0.95L (1 qt) engine oil consumed. Follow the service procedure steps in this TSB to correct the condition.

**BCM 6062 – 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 and the PCM. Before attempting repair, inspect the vehicle to see if the updated Charge Air Cooler (CAC) (Engineering Part BL34-9L440-AE for 2011 – 2012 Model Year and DL34-9L440-AC/AD for 2013 Model Year) and CAC Deflector CL34-19E672-BA are installed. If the latest CAC is not installed, refer to applicable TSB 13-03-03, and TSB 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.

**TSB 13-05-04 – 2011 – 2013 E-350, E-450 – 5.4L 2V And 6.8L 2V Engine – Excessive Engine Oil Consumption**

Some 2011 – 2013 E-350 and E-450 vehicles equipped with a 5.4L 2V or 6.8L 2V engine and built on or before 11/12/2012 may exhibit excessive oil consumption determined as less than 4,800 km (3,000) miles driven per .95L (1 qt.) engine oil consumed. Follow the Service Procedure steps to correct the condition.

**BCM 6062 – 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 and the PCM. Before attempting repair, inspect the vehicle to see if the updated Charge Air Cooler (CAC) (Engineering Part BL34-9L440-AE for 2011 – 2012 Model Year and DL34-9L440-AC/AD for 2013 Model Year) and CAC Deflector CL34-19E672-BA are installed. If the latest CAC is not installed, refer to applicable TSB 13-03-03, and TSB 12-11-15. If the latest CAC is installed, replacing the CAC again will not correct this condition. Engineering is investigating.

**TSB 13-06-07 – 2008 – 2012 F-Super Duty – Clunk Or Pop-Type Noise And/ Or Bump Felt From Floor Pan While Turning Left Or Right – Built On Or Before 5/1/2012**

This article supersedes TSB 10-25-03 to update the model years, production fix date and Service Procedure. Some 2008 – 2012 F-Super Duty vehicles built on or before 5/1/2012 may exhibit a pop or clunk noise heard/ felt under the floor pan when turning, and maybe more noticeable when cold. Follow the Service Procedure in this TSB to correct the condition.

**BCM 6076 – 2012 – 2013 F650 And F750 PTO Installation And Operation**

Information regarding 2012 – 2013 F650 and F750 Power-Take-Off (PTO) installation and operation can be found in Bulletin Q-215 on the Ford Fleet website. Refer to [www.fleet.ford.com](http://www.fleet.ford.com) under Showroom, Truck Body Builders/ Upfitters Bulletin Q-215R.

**BCM 6510 – 2010 – 2013 F-150/ 2011 – 2014 F-Super Duty Equipped With 6.2L – Power Balance Loss Of RPM Contribution On Cylinders 4 And 7**

Some 2010 – 2013 F-150 and 2011 – 2014 F-Super Duty equipped with 6.2L may show a loss of rpm contribution on both cylinder number 4 and 7 while performing the integrated diagnostic system (IDS) power balance test. If no misfire are felt and no diagnostic trouble codes (DTC) or mode 6 misfire counts are present to support a misfire on these 2 cylinders, the condition is normal of engine dynamics and how power balance interprets this information. This condition does not affect the function or durability of the vehicle; continue with normal powertrain control/ emissions diagnosis (PC/ED) diagnostics and testing.

**TSB 13-08-10 – 2011 – 2013 F-150 – 3.5L GTDI – Slight Buck/ Jerk At Steady Cruise In 6<sup>th</sup> Gear With Engine Lugging Up Grades At 1500-2000 RPM – Built On Or Before 7/29/2013**

Some 2011 – 2013 F-150 equipped with 3.5L Gasoline Turbocharged Direct Injection (GTDI) engine and built on or before 7/29/2013 may exhibit a slight buck/ jerk at steady cruise with the transmission in 6<sup>th</sup> gear and engine lugging up grades at 1500-2000 RPM. Follow Service Procedure in this TSB to reprogram the Powertrain Control Module (PCM) to the latest calibration using IDS release 86.02 and higher.

**TSB 13-09-02 – 2010 – 2013 Transit Connect – Front Turn Signal Lamp Inoperative – Built On Or Before 11/17/2012**

This article supersedes TSB 12-11-13 to update the vehicle model years and add a production fix date. Some 2010 – 2013 Transit Connect vehicles built on or before 11/17/2012 may exhibit looseness, distortion, or damage to the lamp socket where the lamp and socket contact for the front turn signal. Follow the Service Procedure Steps in this TSB to correct the condition.

**BCM 4097 – 2011 – 2014 F-Super Duty – Under Hood Engine Shield (Base 16A238) – Differences Between 6.7L Diesel And 6.8L/ 6.2L Gas Engine Applications**

2011 – 2014 F-Super Duty may exhibit a customer complaint that one of the under hood air deflector shield (16A238) is missing on the hood. The 6.7L diesel application requires only one shield, BC3Z-16A238-A to be installed on the underside of the hood on the passenger side. The 6.2L and 6.8L gas application requires only one shield, BC3Z-16A238-C to be installed on the underside of the hood driver side. No vehicle was designed with both shields and may have an adverse effect on vehicle performance if added. Follow normal Ford catalog advantage or Does It Part(s) systems for correct part application and availability.

**BCM 4095 – 2013 – 2014 F-250/ F-350 – Sticking/ Binding Front Or Rear Brake Calipers**

If a sticking/ binding front or rear brake caliper is diagnosed on a 2013 or 2014 F-250/ F-350, replace the complete caliper assembly (including the caliper bracket, brake pads and clips) by unbolting the caliper bracket assembly from the front knuckle/ spindle assembly or rear caliper support. Don't remove the brake pads from the caliper bracket assembly. Use service labor times standard (SLTS) operations. Engineering is investigating and needs the parts back as an assembly.

**MULTIPLE VEHICLE LINES**

**BCM 6559 – Now Available On IDS – The New DPS6 Adaptive Learn Procedure**

Ford Motor Company has introduced a new IDS generated Transmission Control Module adaptive learn procedure that allows for finer tuning of the clutch apply touch points on vehicles equipped with DPS6 transmission. This eliminates the need for physical drive and will allow you to accomplish a better quality repair in a consistent manner – without leaving the service bay. Check out this new IDS feature today.

**BCM 6519 – 2011 – 2013 F-150 – 2012 – 2013 Mustang – No Communication With Power Steering Control Module (PSCM) – Service Tip**

Some 2011 – 2013 F-150 and 2012 – 2013 Mustang vehicles equipped with EPAS steering may exhibit no communication with the PSCM. Prior to following normal diagnostics, first check for an open 125 amp mega fuse. If issues are found, check the wiring for shorts or chaffing damage. Additional reasons for blown fuses include a battery jump from the eyelet/ post on the fuse output, aftermarket accessories attached to this eyelet post and accidental contact to ground at this location. If no issues are found, follow normal diagnostics.

**BCM 6545 – 2013 C-Max/ 2013 – 2014 Fusion/ Lincoln MKZ Hybrid/ Energi – Pull During Braking**

Some 2013 C-Max, 2013 – 2014 Lincoln MKZ Hybrid and 2013 – 2014 Fusion Hybrid vehicles may exhibit a pull during normal braking. Test drive vehicle to determine if the condition is present with the transmission in the neutral position. If the condition is not present in neutral, this should be considered a normal vehicle characteristic due to the regenerative braking system function. Do not attempt repairs to change this characteristic. This condition is present during barking in neutral, follow normal diagnostics in workshop manual, section 206-00.

#### **BCM 6326 – Multi Vehicle – Gasoline Engine Failure Analysis And Tips – Job Aid Release**

A job aid titled “Engine Failure Analysis and Tips” is now available on the PTS web site under Service Tips tab for 1997-2013 vehicles equipped with a gasoline engine. The information provided in this job aid can assist in identifying the root cause for difficult to diagnose gasoline engine failures and driveability concerns. When used in conjunction with the work shop manual, PC/ED, and proper diagnostic procedures this job aid can assist in preventing repeat engine failures. Identifying the root cause of an engine failure is critical in preventing subsequent failure of the newly installed assembly.

#### **BCM 6316 – Multiple Vehicle Lines – Workshop Manual Update – New 4R75E Torque Converter**

2009 – 2010 F-150, 2009 – 2011 Town Car/ Grand Marquis/ Crown Victoria, 2009 – 2013 E-Series vehicles equipped with 4R75E automatic transmission, the torque converter contamination procedure in the Workshop Manual (WSM) has been updated. Refer to WSM, Section 307-01 for additional details.

#### **BCM 6257 – 2013 F-Super Duty And C-Max Equipped With MyFord Touch Radio Lock Up/ Inoperable**

Some 2013 F-Super Duty and C-Max 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 69 on the C-Max for a minimum of 30 seconds to reset the Audio Control Module (ACM). A permanent software fix is being developed.

#### **BCM 6232 – 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 module 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 features 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 6229 – MyTouch Blank/ Black Screen, Application Desktop.exe Error Message, Or System Reboot With Display Message Performing System Maintenance**

Some MyTouch equipped vehicles may exhibit a blank/ black screen, Application Desktop.exe error message, or a system reboot with a screen display of Performing System Maintenance that occurs frequently. Unique characters stored in phonebook entries, or the phone’s name, may be creating these conditions. To restore system function, the customer’s phone must have all special characters/ smiley face emoticons removed. Once all special characters/ smiley face emoticons are removed from the phonebook and/ or phone name, perform a Master Reset on the Accessory Protocol Interface Module (APIM), then repair the phone to the system. Engineering is currently investigating this condition.

**TSB 13-06-17 – 2012 – 2013 Focus, Fusion, 2012 – 2014 Fiesta, Mustang, 2013 C-Max, Taurus, 2012 – 2013 E-Series, Edge, Expedition, Explorer, F-150, F-250, 2013 Escape, 2013-2014 Flex, Lincoln 2012 MKZ, 2012-2013 Navigator – SYNC – Various Functionality Concerns**

Some vehicles equipped with SYNC may exhibit various concerns related to SYNC features. Refer to this Service Procedure for complete details and follow the Service Procedure steps to improve the condition. This procedure excludes vehicles equipped with MyFord Touch or MyLincoln Touch.

**BCM 6155 – MyTouch Blank/ Black Screen, Application Desktop.exe Error Message, Or System Reboot With Display Message Performing System Maintenance**

Some MyTouch equipped vehicles may exhibit a blank/ black screen, Application Desktop.exe error message, or a system reboot with a screen display of Performing System Maintenance that occurs frequently. Unique characters stored in phonebook entries, or the phone's name, may be creating these conditions. To restore system function, the customer's phone must have all special characters/ smiley face emoticons removed. Once all special characters/ smiley face emoticons are removed from the phonebook and/ or phone name, perform a Master Reset on the Accessory Protocol Interface Module (APIM), then repair the phone to the system. Engineering is currently investigating this condition. Monitor OASIS for updates.

**TSB 13-06-04 – 2013 Mustang, 2012 F-150 – 3.7L Engine And 6R80 Transmission – Whine Noise On Acceleration – Built On 4/1/2012 And Through 7/1/2012**

Some 2013 Mustang and 2012 F-150 vehicles built on 4/1/2012 and through 7/1/2012 equipped with a 3.7L engine and 6R80 transmission may exhibit a whining noise from the transmission torque converter housing area during acceleration. The noise will go away after converter clutch locks up. Follow the Service Procedure steps in this TSB

**BCM 6153 – 2012 – 2013 Multi Vehicle Line – Intermittent/ Inoperative Integrated Keyhead Transmitter (IKT)**

Some 2012 – 2013 F-150/ Super Duty/ Expedition/ Navigator/ Flex/ Edge/ Explorer/ Taurus/ Mustang vehicles built between 9/1/2011 and 12/1/2012 without Intelligent Access or push button start may have an intermittent/ inoperative IKT with symptoms similar to a discharged IKT battery. This concern is under investigation and repairs should not be performed at this time.

## **DIESEL**

**BCM 6461 – 2011 – 2014 F-Super Duty – 6.7L Diesel – Engine Fluid Leak Diagnostic Service Tip**

Some 2011 – 2014 F-Super Duty 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 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 turbocharger coolant lines, the turbocharger pedestal and the engine block plugs at the rear of the valley for the source of the leak.

**BCM 6436 – 2011 – 2014 F-Super Duty – 6.7L Diesel – Malfunction Indicator Light (MIL) On With Various GPCM, Exhaust Reductant System Or Nox Control Module DTCS**

Some 2011 – 2014 6.7L diesel equipped vehicles may exhibit various MIL DTCS related to the glow plug control module (GPCM), the exhaust reductant system or the Nox control module due to a loose, missing, modified or damaged ground G400. During vehicle modifications, G400 may be relocated by the body builders/ outfitters from its original location. Inspect G400 to ensure it is present, properly secured, and that the bolt head has not broken off prior to performing normal diagnostics. G400 should be located on a main frame rail and not on a cross-member or welded extension. Repairs performed due to vehicle modifications are not covered under normal vehicle manufacturer's warranty.

**BCM 6435 – 2011 – 2014 F-Super Duty – 6.7L Diesel – Diagnostic Trouble Codes (DTCS) P20E8, P202D And/ Or P207F – Diesel Exhaust Fluid (DEF) Testing For Petroleum Contamination**

Some 6.7L Diesel equipped vehicles may exhibit the Malfunction Indicator Light (MIL) on with DTCS P20E8, P202D and/ or P207F. 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 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 failures.

**BCM 6149 – 2011 – 2014 F-Super Duty – 6.7L Diesel – Turbo Performance Characteristic Differences Between F250/ F350 and F450/ F550 Vehicles**

Some customers with multiple 2011 – 2014 F-Super Duty vehicles may report the 6.7L Diesel equipped F450/ F550 chassis cabs may exhibit a characteristic turbo lag when accelerating from a stop compared to a 6.7L Diesel equipped F250/ F350 pickup truck. This is primarily due to the design differences of the turbocharger and air intake systems. Chassis cab vehicles use standard Variable geometry turbocharger while pickup trucks use a dual boost turbocharger and have different HP and torque curves. Refer to the F-Series Super Duty 6.7L Power Stroke Diesel “Coffee Table Book” located on the PTS website under the service tips tab for additional engine specific information.

**BCM 6418 – 2011 – 2014 F-Super Duty – 6.7L Diesel – Turbo Noise Characteristics**

Some 2011 – 2014 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 150F (65C) and/ or an oscillating turbo whine at idle when the EOT is below 50F (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 6417 – 2011 – 2014 F-Super Duty – 6.7L Diesel – Tick/ Tap Noise At Idle**

Some 2011 – 2014 F-Super Duty 6.7L diesel equipped vehicles may exhibit a ticking noise at idle after an engine oil change. It is often referred to as a Typewriter Noise because of its similarity to the sound of a mechanical typewriter. When engine temperatures reach 150 degrees F (65C) 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 within oil change maintenance interval.

**BCM 6416 – 2011 – 2014 F-Super Duty – 6.7L Diesel – Check Coolant Additive Warning Message – Service Tip**

2011 – 2014 F-Super Duty vehicles equipped with a 6.7L diesel engine require periodic cooling system maintenance at intervals around 15,000 miles (24,000 KM) or 600 engine hours, whichever occurs first. Vehicles equipped with the optional message center will display “Check Coolant Additive” when service is required. This message is indicating the cooling system should be tested and is not a direct indicator the cooling system should be tested and is not a direct indicator that the coolant needs to be replaced or that the system needs to be flushed. Use Rotunda test kit # 328-00001 and 328-00008 or equivalent to properly test for Nitrate contamination and corrosion inhibitor level. Refer WSM section 303-03B for details on testing the coolant and section 413-01 for resetting the maintenance reminder. Owners can refer to the diesel owner guide supplement for additional information.

**BCM 6415 – 2011 – 2014 F-Super Duty – 6.7L Diesel – Diesel Fuel Conditioning Module (DFCM) – Vibration/ Buzzing/ Growl – At Or Below ¼ Tank Of Fuel**

Some 2011 – 2014 F-Super Duty vehicles equipped with a 6.7L diesel engine may exhibit a vibration/ buzz/ growl noise from the DFCM and/ or low pressure fuel lines when operating the vehicle with the fuel tank at ¼ level or below. This should be considered a normal characteristic and is due to slight amounts of air entering the fuel system during lower fuel level conditions. No repairs should be attempted. Fuel system and vehicle durability as well as vehicle driveability and distance to empty (DTE) are not affected.

**TSB 13-07-12 – 2013 F-Super Duty – 6.7L – Malfunction Indicator Light (MIL) On – DTCS P2002, P208E, P06EA, P06EB – Exhaust Fluid System Fault – Forced Idle – Built On Or Before 5/13/2013**

Some 2013 F-Super Duty 6.7L diesel equipped vehicles built on or before 5/13/2013 may exhibit the malfunction indicator light (MIL) illuminated with any of the following diagnostic trouble codes (DTCS): P2002, P208E, P06EA, P06EB. A calibration is available to improve the monitors for the listed DTCS. Additionally, this calibration includes content to simplify the process for exiting the Diesel Exhaust Fluid (DEF) anti-tampering strategy forced-idle mode. This mode is indicated by the message center displaying Exhaust Fluid System Fault. Follow the Service Procedure steps to correct the condition.

**BCM 6280 – 2011 – 2013 F-Super Duty – 6.7L Diesel – Water In Fuel (WIF) Indicator – Diagnostic Trouble Code (DTC) P2269 And/ Or P1140**

Some 2011 – 2013 F-Super Duty 6.7L Diesel equipped vehicles may exhibit the Water In Fuel (WIF) indicator on with or without DTCS P2269 and/ or P1140 after verifying clean fuel is in the system, draining and cleaning the DFCM due to a fuel contamination concern and clearing any WIF related DTCS. This may be due to the WIF counts not getting cleared from the PCM after repairs have been made. After following normal PC/ED diagnosis and repair for DTC P2269 and/or P1140, the WIF counts need to be cleared to reset the PCM WIF monitor. The WIF indicator can be cleared using IDS by selecting Toolbox > Powertrain>Service Functions> Reset/ Clear Specified Function Menu> Water In Fuel Counter.

**TSB 13-06-24 – 2011 – 2012 F-Super Duty – 6.7L – MIL On – DTCS P207F, P20EE, P2200, P2201, P2209, P164A, P2A00 And/ Or P0133 – Built On Or Before 10/11/2011**

Some 2011 – 2012 F-Super Duty vehicles equipped with a 6.7L engine and built on or before 10/11/2011 may exhibit a malfunction indicator lamp (MIL) on with diagnostic trouble codes (DTCS) P207F, P20EE, P2200, P2201, P2209, P164A, P2A00 and/ or P0133. Follow the service procedure in this TSB to correct the condition

**TSB 13-06-14 – 2013 F-Super Duty – 6.7L Diesel – PTO Disengagement With Vehicle Body Movement – Built On Or Before 5/14/2013**

Some 2013 F-Super vehicles equipped with a 6.7L diesel engine and built on or before 5/14/2013 may exhibit power take off (PTO) disengagement and/ or loss of stationary elevated idle control (SEIC) during operation. This may occur when the vehicle exhibits any movement, body roll or rocking. For example: opening a door, standing on the bumper, turning the steering wheel or operating an aerial boom. When this occurs, SEIC is disengaged and the engine RPM returns to base idle. Follow the Service Procedure steps in this TSB to correct the condition by reprogramming the powertrain control module (PCM) to the latest calibration using IDS release 84.03 or higher.

**TSB 13-05-09 – 2011 – 2013 F-Super Duty – 6.7L Diesel Engine – Runs Rough/ Misfire During Exhaust Regeneration Process**

Some 2011 – 2013 F-Super Duty vehicles equipped with a 6.7L diesel engine may exhibit a runs rough/ misfire condition only during the exhaust regeneration process. This condition typically occurs on light throttle tip in between 64-113 Km/h (40-70 MPH) and will not set diagnostic trouble codes (DTCS). The concern may be intermittent and a knocking noise may be present during the concern. Follow the service procedure in this TSB to correct the condition.

**BCM 6509 – 2011 – 2014 F-Super Duty – 6.7L Diesel – Malfunction Indicator Light (MIL) On With Diagnostic Trouble Codes (DTC) P20BC, P20C0, P204C, P208A, P208B, P220E**

Some 2011 – 2014 6.7L Diesel equipped vehicles may have the MIL on with any combination of the DTC'S P20BC, P20C0, P204C, P208A, P208B and/ or P220E. These DTC'S typically set due to a loose, missing, modified or damaged ground G400. During vehicle modifications, G400 may be relocated by the body builders/ outfitters from its original location. Inspect G400 to ensure it is present, properly secured, clean, and that the bolt head has not broken off prior to performing normal diagnostics. G400 should be located on a main frame rail and not on a cross-member or welded extension. Repairs performed due to vehicle modifications are not covered under normal vehicle manufacturer's warranty.

**BCM 6544 – 2008 – 2010 F-Super Duty – 6.4L Diesel – Front Crankshaft Seal Service Procedure**

For 2008 – 2010 F-Super Duty vehicles equipped with a 6.4L diesel engine, WSM section 303-01C, In-Vehicle Repair has been updated with the corrected service procedure for replacement front crankshaft seals equipped with flanged wear sleeves. It is imperative that this new procedure be used when installing the latest crankshaft front seals.

Note: It is necessary to utilize the plastic spacer ring (packaged with each service seal kit) to ensure the wear sleeve flange does not contact the seal after installation. Failure to follow this service procedure will result in premature failure of the seal.

**BCM 6533 – 2011 – 2014 F-Super Duty – 6.7L Diesel – Runs Rough With Malfunction Indicator Lamp (MIL) On And Diagnostic Trouble Code (DTC) P0087**

Some 2011 – 2014 F-Super Duty 6.7L diesel equipped vehicles may exhibit an illuminated MIL and DTC P0087 associated with a rough idle condition. If this condition is present, inspect fuse 33 in the Battery Junction Box (BJB) for an open condition. If the fuse is open, replace the fuse and re-evaluate the concern. If the fuse is not open or any DTC'S other than P0087 are present, follow normal PC/ED diagnostics.

**BCM 6556 – 2011 – 2014 F-Super Duty – 6.7L Diesel – Updated Service Procedure For Reductant Pump Assembly Replacement**

When replacing a Reductant Pump Assembly on 2011 – 2014 F-Super Duty vehicles equipped with a 6.7L diesel engine, use the latest on-line version of the Workshop Manual, section 303-08. This procedure has been revised to include specific cleaning instructions to prevent dirt from entering the diesel exhaust fluid (DEF) system while servicing the reductant pump.

**BCM 6578 – 2011 – 2014 F-Super Duty – 6.7L Diesel – Diesel Exhaust Fluid (DEF) Testing For Petroleum Contamination**

2011–2014 F-Super Duty with 6.7L Diesel the DEF test strips are now available from Rotunda under part number 328-44-863 or 328-00012. 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. 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 & 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.

**TSB 13-09-14 – 2011 – 2014 F-Super Duty – 6.7L Diesel – Malfunction Indicator Lamp (MIL) And Diagnostic Trouble Code (DTC) P2043**

Some 2011 – 2014 F-Super Duty vehicles equipped with a 6.7L diesel engine may exhibit an illuminated MIL and DTC P2043. This DTC sets due to a fault in the reductant assembly. Follow the service procedure steps in this TSB to correct the condition.



**BCM 6594 2011–2012 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 the 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.

**BCM 6590 – 2011 – 2014 – F-Super Duty – 6.7L Diesel – Malfunction Indicator Light (MIL) On With Diagnostic Trouble Code (DTC) P20BD And/ Or P20BE**

Some 2011 – 2014 F-Super Duty 6.7L Diesel equipped vehicles may experience a MIL on with 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 of 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.

**BCM 6589 – 2011 – 2014 – 6.7L Diesel – Diesel Exhaust Fluid (DEF) – Warning Chain Information**

6.7L Diesel customers may inquire about the Distance to Empty (DTE) Message for the DEF system. Refilling of the tank with the proper quantity of DEF is essential to allow the vehicle to clear the DTE message. Adding up to 2.5 gallons of DEF may be required for the system to detect a refill event. Generally, the DEF tank should be filled during the oil change interval. Driving conditions that increase fuel consumption will also increase DEF consumption and will require additional fills between service intervals. If the DTE message is displayed and no codes are present, verify the Reduct\_TNK\_LV PID with IDS. If it reads less than 100%, DEF must be added. If the message doesn't clear after the PID reads 100%, run the IDS SCR System Refill Activation routine.

**TSB 13-09-15 – 2011 – 2013 6.7L Diesel Engine – Runs Rough/ Misfire During Exhaust Regeneration Process**

This article supersedes TSB 13-5-17 to update the Service Labor Time Standards and Part List. Some 2011 – 2013 F-Super Duty vehicles equipped with a 6.7L diesel engine may exhibit a runs rough/ misfire condition only during the exhaust regeneration process. This condition typically occurs on light throttle tip in between 64-113 Km/h (40/70 MPH), and will not set diagnostic trouble codes (DTCS). The concern may be intermittent and a knocking noise may be present during the concern. Follow the service procedure steps to correct the condition.

**BCM 4116 – 2013 – 2014 F-Super Duty – 6.7L Diesel – Diagnostic Trouble Codes (DTC) P2201, P229E, P06EA, P06EB, P22A7, P220F – Nox Sensor And Module Replacement**

Some 2013–2014 F-Super Duty vehicles equipped with a 6.7L engine may exhibit the Malfunction Indicator Light on with (DTCS) P2201, P229E, P06EA, P06EB, P22A7, P220F. If any of these DTCS are present, replace the corresponding Nox Sensor and Nox Module as a match set without disconnecting the Nox Module from the Nox Sensor.

**BCM 4119 – 2011 – 2014 F-Super Duty – 6.7L Diesel – Hard Start/ No Start/ Rough Run/ Lack Of Power/ Malfunction Indicator Light – Fuel Gelling In Colder Ambient Temperatures**

Some 2011–2014 F-Super Duty vehicles equipped with a 6.7L diesel engine may exhibit hard starting, lack of power and/or a running rough condition with a MIL and Diagnostic Trouble Codes (DTC) P008A, P2291 and/ or P0087 due to fuel gelling in cold ambient temperatures. Please note that bio-diesel blend fuels have higher occurrence of fuel gelling & should not be used at any rating above B20 (20%). If no root cause is determined after normal PC/ED diagnostics, recommend that the customer use a different fuel that has been seasonally adjusted for the ambient temperature. Customers may also benefit from using Motorcraft PM-23-A (US), PM-23B (Canada) diesel fuel anti-gel and performance improver. Refer to the vehicles owner guide diesel supplement for additional details.