

SSM 49219 - 2018-2020 Navigator - 3.5L EcoBoost High-Output (HO) - Excessive Oil Consumption With Or Without DTCs P0365 And/Or P0369

Some 2018-2020 Navigator vehicles may exhibit excessive oil consumption with no visible oil leaks with or without diagnostic trouble code (DTC) P0365 and/or P0369. Engineering is working to implement a PCM calibration update for this condition. In the interim, clear the DTCs with the appropriate Ford scan tool, top off the oil to the top of the 'full range' on the dipstick and schedule a follow-up appointment with the customer for late November 2020. Advise the customer that a repair is expected to be available in November and remind customers to follow the Owner's Manual to check oil level. Dealers are requested to contact all customers that were previously scheduled to have this service performed in September and reschedule for late November.

APPLICABLE VEHICLES

2018 - 2020 TRUCK: B9 U554N NAVIGATOR