

How to Find Technical Service Bulletins and other Manufacturer Communications via NHTSA's Search Portal

On February 4, 2016, the [Center for Auto Safety \(CAS\) filed a lawsuit](#) against Secretary of Transportation Anthony Foxx seeking to enforce the Congressional mandate in in the “Moving Ahead for Progress in the 21st Century Act” (MAP-21) enacted on July 6, 2012. MAP-21 provided that “the Secretary shall make available on a publicly accessible Internet website, a true or representative copy of each communication to the manufacturer’s dealers or to owners or purchasers of a motor vehicle or replacement equipment produced by the manufacturer about a defect or noncompliance with a motor vehicle safety standard prescribed under this chapter in a vehicle or equipment that is sold or serviced.”

To make the Bulletins findable by consumers, MAP-21 required: “an index to each communication, which–

- (A) identifies the make, model, and model year of the affected vehicles;
- (B) includes a concise summary of the subject matter of the communication; and
- (C) shall be made available by the Secretary to the public on the Internet in a searchable format.”

On March 25, [DOT finally announced its intent to start obeying the law](#) by issuing a Federal Register notice stating it would post all Technical Service Bulletins and communications to dealers on defects in vehicles, regardless of whether the defects were safety related. DOT also required manufacturers of vehicles and equipment to prepare indexes to TSBs and dealer communications, as a guide to consumers looking for information on potential vehicle problems.

Soon after, NHTSA began posting TSBs only to its website through the safety portal used for recalls, complaints, and related information. Electronic communications to dealers should begin to be posted in the summer of 2016.

You can locate these communications by following the three easy steps listed in the following pages.

Step 1: Point your browser to <http://www-odi.nhtsa.dot.gov/owners/SearchSafetyIssues>, choose your Model Year, Make, and Model, then hit the “GO” button.

The screenshot shows a web browser window with the URL www-odi.nhtsa.dot.gov/owners/SearchSafetyIssues. The page header includes the safercar.gov logo, the NHTSA logo, and navigation links for HOME, VEHICLE SHOPPERS, VEHICLE OWNERS, VEHICLE MANUFACTURERS, and PARENTS CENTRAL. A search bar is located in the top right corner. Below the header, a breadcrumb trail reads "You are here: Home / Vehicle Owners / Search Safety Problems".

The main content area is titled "Keeping You Safe" and includes a "Print" button. Below this, a text block states: "NHTSA's new search tool lets you enter a Vehicle Identification Number (VIN) to quickly learn if a specific vehicle has not been repaired as part of a safety recall in the last 15 years." A prominent yellow button with a red arrow says "Search for Recalls by VIN".

On the left side, there is a sidebar menu with the following categories and sub-items:

- Search Safety Problems
 - Vehicles
 - Car Seats
 - Tires
 - Equipment
 - Recalls by VIN
 - Recalls FAQ
- Report Safety Problems
 - Vehicle (Online)
 - Vehicle (via PDF)
 - Non-Vehicle
- Drive Safer
 - Technology
 - Driving Tips
 - Tires
 - Passenger Van Safety
 - Emergency Response Vehicles
 - Theft Prevention

The main search form is titled "Recalls, Investigations, & Complaints - Vehicle Selection" and includes a "Select Type" dropdown menu with options: Vehicles, Car Seats, Tires, Equipment, Keyword (Complaints Only), and ID Number. The "Vehicles" option is selected. Below this, there are three dropdown menus for "Model Year" (set to 2015), "Make" (set to FORD), and "Model" (set to E-150). A yellow arrow points to an orange "GO" button.

Step 2: Click on the “Manufacturer Communications” tab. You may now refine your search by component using the menu at the bottom of the page.

www-odi.nhtsa.dot.gov/owners/SearchResults;jsessionid=00mTXpFPXp2ITH1XNGGKbxLHCKhz11h4vNX3m12H5hykl

powered by **NHTSA**

HOME VEHICLE SHOPPERS VEHICLE OWNERS VEHICLE MANUFACTURERS PARENTS CENTRAL

You are here: Home / Vehicle Owners / Search Vehicles / Vehicles Search Results

Search Results

2015 FORD F-150

- Recalls: 4 Result(s)
- Investigations: 0 Result(s)
- Complaints: 118 Result(s)
- Manufacturer Communications: 34 Result(s)

Have a safety-related Complaint? Let us know by going to our [File a Complaint Page](#)

SHARE THIS PAGE Email | LEARN ABOUT NHTSA's Recall Process

Recalls Investigations **Complaints** **Manufacturer Communications**

Below is a list of Manufacturer Communications for this product. Some, but not all of these communications, may involve safety issues. The communications may also include instructions from a manufacturer regarding the repair of a product, however, repairs should only be performed by trained technicians.

MANUFACTURER COMMUNICATIONS displaying 1 - 5 out of 34

Manufacturer Communication No.: ASI-45212 NHTSA ID Number: 10059062
Component(s): STEERING

All Products Associated with this Manufacturer Communication

1 Associated Document

Refine Search if Needed:

Filter 2015 FORD F-150 Manufacturer Communications

Component or Part: Display latest Manufacturer Communications.

Refine/New Search

Model Year: Make: Model:

Step 3: Locate the TSB or communication of interest and click on the “Associated Document” link, which will bring up a link to a .pdf of the document. Click the .pdf link to view your document.

Recalls | Investigations | Complaints | **Manufacturer Communications**

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MANUFACTURER COMMUNICATIONS: Displaying 1 - 5 out of 34

Manufacturer Communication No.: ASI-45212 NHTSA ID Number: 10059062
 Component(s): STEERING

All Products Associated with this Manufacturer Communication ▾

Details ▲ 1 Associated Document ▲

Manufacturer: Ford Motor Company

SUMMARY:
 FORD: SOME VEHICLES AND TRUCKS ARE EXPERIENCING A MALFUNCTION WITH THE HEATED STEERING WHEEL BECOMING INOPERATIVE AND ON DEMAND TEST FAILURE. MODEL 2014-15 FUSION, 2011-15 MKX, 2013-15 SUPER DUTY, EXPLORER, TAURUS, MKS, MKT, 2015 F-150, MKZ, MKC, 2011-15 MKX. *PE

Request Research ?

Name	Description	Size(KB)
SB-10059062-3922.pdf	Service Bulletin Document	67

Your TSB will pop up in a separate window:

www-odi.nhtsa.dot.gov/acms/cs/jaxrs/download/doc/UCM508675/SB-10058702-6663.pdf

SB-10058702-6663.pdf 1 / 2

SB-10058702-6663

3.5L GTDI - COLD START - TICKING/TAPPING OR RATTLE TYPE NOISE - BUILT ON OR BEFORE 5/29/2015	TSB 15-0131
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FORD:
2011-2015 F-150

ISSUE
Some 2011-2015 F-150 vehicles equipped with a 3.5L Gasoline Turbocharged Direct Injection (GTDI) engine and built on or before 5/29/2015 may exhibit a ticking/tapping or rattle type noise from the top front cover area of the engine upon initial start-up that may last for 2-5 seconds after a cold soak of six or more hours.

ACTION
Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Check the vehicle build date. Was the vehicle built on or before 5/29/2015?
 - a. Yes - proceed to Step 2.
 - b. No - this procedure does not apply. Refer to Workshop Manual (WSM), Section 303-00 for normal diagnosis.
2. Does the customer state a ticking/tapping or rattle type noise occurs from the top front cover area of the engine upon initial cold start-up that lasts for 2-5 seconds after a cold soak of 6 or more hours?