

## PINPOINT TESTS > PINPOINT TEST AF : U0100:00 > PINPOINT TEST AF : U0100:00

### AF1 VERIFY THE CUSTOMER'S CONCERN

Ignition ON.

Verify if there is an observable symptom present.

#### Is an observable symptom present?

|     |                                                                                                                                           |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------|
| Yes | GO to AF2                                                                                                                                 |
| No  | The system is operating correctly at this time. The DTC may have been set due to high network traffic or an intermittent fault condition. |

### AF2 RECHECK FOR DTC (DIAGNOSTIC TROUBLE CODE) U0100:00

Ignition ON.

Using a diagnostic scan tool, clear all Continuous Memory Diagnostic Trouble Codes (CMDTCs).

Ignition OFF.

Ignition ON.

Wait at least 10 seconds.

Using a diagnostic scan tool, retrieve all Continuous Memory Diagnostic Trouble Codes (CMDTCs).

#### Is DTC U0100:00 set in the ACM, DACMC, or GPSM?

|     |                                                                                                                                           |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------|
| Yes | GO to AF3                                                                                                                                 |
| No  | The system is operating correctly at this time. The DTC may have been set due to high network traffic or an intermittent fault condition. |

### AF3 CHECK THE PCM (POWERTRAIN CONTROL MODULE) FOR BATTERY VOLTAGE OUT-OF-RANGE DIAGNOSTIC TROUBLE CODES (DTCS)

Using a diagnostic scan tool, perform the PCM self-test.

#### Are any low or high voltage Diagnostic Trouble Codes (DTCs) recorded in the PCM?

|     |                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Yes | * For vehicles with the 2.7L EcoBoost (238kW/324PS), REFER to: STARTING SYSTEM . See PCM DTC Chart.* For vehicles with the 3.5L Duratec (209kW/284PS), REFER to: STARTING SYSTEM . See PCM DTC Chart.* For vehicles with the 3.5L Ecoboost (272kW/370PS), REFER to: STARTING SYSTEM . See PCM DTC Chart.* For vehicles with the 5.0L 32V Ti-VCT, REFER to: STARTING SYSTEM . See PCM DTC Chart. |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|           |           |
|-----------|-----------|
| <b>No</b> | GO to AF4 |
|-----------|-----------|

#### AF4 CHECK FOR BATTERY VOLTAGE OUT-OF-RANGE DIAGNOSTIC TROUBLE CODES (DTCS)

Using a diagnostic scan tool, perform the self-test for the following modules:

ACM

DACMC

GPSM

#### Are low or high voltage Diagnostic Trouble Codes (DTCs) recorded in the ACM, DACMC, or GPSM?

|            |                                                                                       |
|------------|---------------------------------------------------------------------------------------|
| <b>Yes</b> | * For DTC U3003:16, GO to Pinpoint Test AT * For DTC U3003:17, GO to Pinpoint Test AU |
|------------|---------------------------------------------------------------------------------------|

|           |           |
|-----------|-----------|
| <b>No</b> | GO to AF5 |
|-----------|-----------|

#### AF5 CHECK FOR DTC (DIAGNOSTIC TROUBLE CODE) U0100:00 SET IN MULTIPLE MODULES

Review the recorded results from the self-test.

#### Is DTC U0100:00 set in more than one module?

|            |           |
|------------|-----------|
| <b>Yes</b> | GO to AF6 |
|------------|-----------|

|           |                                                                                                                                                                                                                                                                                                              |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>No</b> | * If there is an observable symptom, REFER to: Information and Entertainment System . See Symptom Chart: General Audio System.* If there is no observable symptom, the system is operating correctly at this time. The DTC may have been set due to high network traffic or an intermittent fault condition. |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

#### AF6 CHECK FOR CORRECT PCM (POWERTRAIN CONTROL MODULE) OPERATION

Ignition OFF.

Disconnect and inspect the PCM connectors.

Repair:

Corrosion (clean module pins or install new connectors or terminals)

Damaged or bent pins (install new terminals or pins)

Pushed-out pins (install new pins as necessary)

Reconnect the PCM connectors. Make sure they seat and latch correctly.

Operate the system and determine if the concern is still present.