

1.5L/2.0L GTDI - DIAGNOSTIC TROUBLE CODE (DTC) U0104 - WHEN USING REMOTE START - BUILT ON OR BEFORE 20-AUG-2016**TSB 16-0115****FORD:**

2017 Escape

ISSUE

Some 2017 Escape vehicles equipped with a 1.5L Gasoline Turbocharged Direct Injection (GTDI) or a 2.0L GTDI engine built on or before 20-Aug-2016 and equipped with remote start and adaptive cruise control may exhibit DTC U0104 (lost communication with cruise control module) stored in powertrain control module (PCM) memory.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Connect the Ford Integrated Diagnostic System (IDS) service tool or equivalent scan tool to the data link connector (DLC). Is DTC U0104 in PCM memory?
 - a. Yes - reprogram the PCM to the latest calibration using IDS release 102.01 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com.
 - b. No - this article does not apply. Refer to Powertrain Control/Emission Diagnosis (PC/ED) for normal diagnostics.
- 2.

NOTE: ADVISE THE CUSTOMER THAT THIS VEHICLE IS EQUIPPED WITH AN ADAPTIVE TRANSMISSION SHIFT STRATEGY WHICH ALLOWS THE VEHICLE'S COMPUTER TO LEARN THE TRANSMISSION'S UNIQUE PARAMETERS AND IMPROVE SHIFT QUALITY. WHEN THE ADAPTIVE STRATEGY IS RESET, THE COMPUTER WILL BEGIN A RE-LEARNING PROCESS. THIS RE-LEARNING PROCESS MAY RESULT IN FIRMER THAN NORMAL UPSHIFTS AND DOWNSHIFTS FOR SEVERAL DAYS.

OPERATION	DESCRIPTION	TIME
160115A	2017 Escape 1.5L/2.0L Engine: Retrieve DTCs And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	0.3 Hr.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
RECAL	04

NOTE: The information contained in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.