



# TECHNICAL SERVICE BULLETIN

## 2.0L Gasoline Turbocharged Direct Injection (GTDI) - Rolling Reverse To Drive Engagement Shudder

No.16-  
2037  
14  
September  
2016

This bulletin supersedes TSB 15-0187. Reason for update: Remove the production fix date and update the vehicle model years.

### Model:

Ford 2016 Fusion	Engine: 2.0L GTDI
2015-2016 Escape	Engine: 2.0L GTDI

**Issue:** Some 2015-2016 Escape and 2016 Fusion vehicles equipped with a 2.0L GTDI engine may exhibit a rolling reverse to drive engagement shudder on acceleration.

**Action:** Reprogram the powertrain control module (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](http://www.motorcraftservice.com).

**Warranty Status:** Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions 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.

### Labor Times

Description	Operation No.	Time
2016 Fusion 2.0L GTDI: Reprogram The PCM (Do Not Use With Any Other Labor Operations)	162037A	0.4
2015-2016 Escape 2.0L GTDI: Reprogram The PCM (Do Not Use With Any Other Labor Operations)	162037B	0.4

### Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

**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.

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**NOTE:** The information 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 or Lincoln 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 supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.