

HYBRID/ENERGI - NEUTRAL TOW SELECTION NOT AVAILABLE IN THE VEHICLE SETTING MENU OF THE IPC MESSAGE CENTER - BUILT ON OR BEFORE 5/20/2016

TSB 16-0092

FORD:

2017 Fusion

ISSUE

Some 2017 Fusion Hybrid and Energi vehicles built on or before 5/20/2016 may exhibit a concern where the neutral tow enable/disable selection in the instrument panel cluster (IPC) message center menu is not available. There is a powertrain control module (PCM) and IPC calibration available.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Reprogram the PCM to the latest calibration using Integrated Diagnostic System (IDS) release 101.01 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
2. Reprogram the IPC to the latest calibration using IDS release 101.01 or higher.

OPERATION	DESCRIPTION	TIME
160092A	2017 Fusion Hybrid And Energi: Reprogram The Appropriate Modules As Required By The Software Update And The IPC Includes Time To Clear Codes And Reset Clock (Do Not Use With Any Other Labor Operations)	0.6 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 supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.