



TECHNICAL SERVICE BULLETIN

8F57 - Harsh Shifting, Engagement From PARK To REVERSE, PARK To DRIVE, REVERSE To DRIVE Or DRIVE To REVERSE, And/Or Shift Flare 4th-5th Gear

**19-
2288**
20
September
2019

This bulletin supersedes 19-2103. Reason for update: Incorrect Procedure

Model:

Ford 2019 Edge
Lincoln 2019 Nautilus

Summary

This article supersedes TSB 19-2103 to update the Issue Statement, Action Statement, and Service Procedure.

Issue: Some 2019 Edge/Nautilus vehicles may exhibit harsh/bumpy upshift/downshifts, harsh engagements from PARK to REVERSE, PARK to DRIVE, REVERSE to DRIVE or DRIVE to REVERSE. The vehicle may also exhibit an upshift flare from 4th to 5th gear during the first shift after a cold start. This may be due to the shift strategy in the powertrain control module (PCM).

Action: Follow the Service Procedure on vehicles that meet all of the following criteria:

- 2019 Edge/Nautilus
- At least one of the following symptoms:
 - Harsh/bumpy upshift/downshift
 - Harsh engagement from PARK to REVERSE, PARK to DRIVE, REVERSE to DRIVE or DRIVE to REVERSE
 - Upshift flare from 4th gear to 5th gear

Warranty Status: Information Only.

Repair/Claim Coding

Causal Part:	IN
Condition Code:	04

Service Procedure

On some 2019 Edge/Nautilus vehicles, engineering has identified a calibration that may not resolve a harsh/bumpy upshift or downshift, harsh engagements from PARK to REVERSE, PARK to DRIVE, REVERSE to DRIVE or DRIVE to REVERSE, and/or upshift flare from 4th to 5th gear. Engineering is working to release a new calibration with an updated shift strategy. Do not attempt any repairs at this time. Monitor OASIS for updates.

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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

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