



# TECHNICAL SERVICE BULLETIN

## Unable To Reset Oil Change Indicator - Built On Or Before 18-May-2017

**20-2031**14 February  
2020**Model:**

Ford 2017 Escape
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**Issue:** Some 2017 Escape vehicles built on or before 18-May-2017 may be unable to reset the oil change indicator following the Workshop Manual (WSM), Section 413-01 procedure. This may be due to the instrument panel cluster (IPC) software that was updated and/or an IPC replacement during a previous service visit. To correct the condition, follow the Service Procedure to replace the IPC with an updated service part.

**Action:** To correct the condition, follow the Service Procedure on vehicles that meet the following criteria:

- 2017 Escape
- Built on or before 18-May-2017
- Unable to reset the oil change indicator

**Parts**

Part Number	Description	Quantity
GJ5Z-10849-TG	Instrument Panel Cluster (Miles)	1
GJ5Z-10849-XG	Instrument Panel Cluster (Kilometers)	1

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool. For repairs covered by the NVLW, completion of the procedure outlined in this TSB does not require obtaining Prior Approval or completion of a Cost Cap.

**Labor Times**

Description	Operation No.	Time
2017 Escape: Replace The IPC (Do Not Use With Any Other Labor Operations)	DR202031A	0.5 Hrs.

**Repair/Claim Coding**

Causal Part:	10849
Condition Code:	42

**Service Procedure**

**For repairs covered by the New Vehicle Limited Warranty, completion of the procedure outlined in this TSB does not require obtaining Prior Approval or completion of a Cost Cap.**

1. Replace the IPC. Refer to WSM, Section 413-01.

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