

| | |
|---|---|
| General Service Bulletin (GSB): | Transmission Control Module (TCM) or SOBDM-C Servicing Procedure |
| GSB Overview: | This General Service Bulletin will highlight the TCM service procedure and cover a non-warrantable condition. |
| NOTE: This information is not intended to replace or supersede any warranty, parts and service policy, Work Shop Manual (WSM) procedures or technical training or wiring diagram information. | |

This GSB includes information on the following:

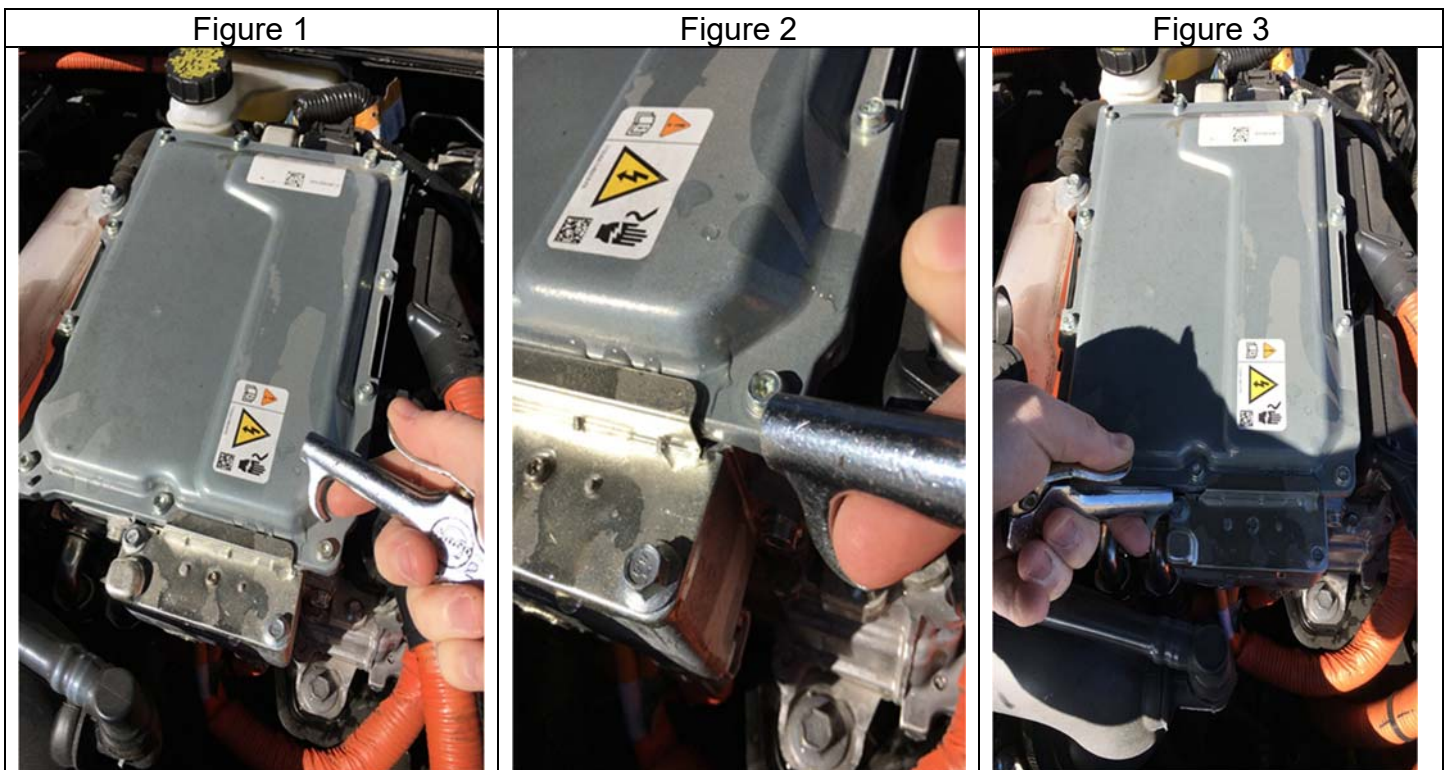
- Applies to 2013 and newer model year Fusion/MKZ Hybrid and C-Max Hybrid vehicles.
- Highlight important steps from the Transmission Control Module (TCM) Workshop Manual (WSM) removal procedure that will help prevent moisture / debris contamination of the connectors and fuse. The TCM is sometimes referred to as the SOBDM-C.
- Review a non-warrantable TCM replacement condition.

Workshop Manual:

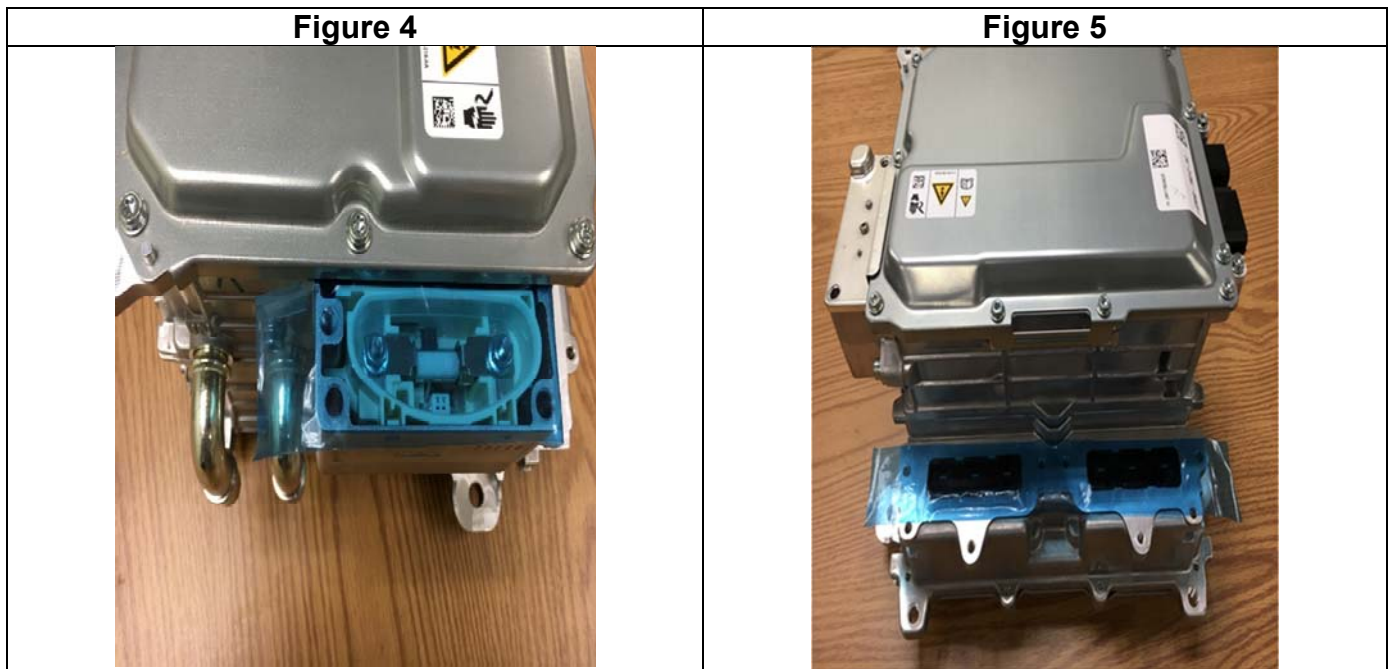
Refer to Section 307-01 Automatic Transmission, HF35 Removal and Installation procedure for complete information.

Important - Use compressed air to remove all moisture and debris from;

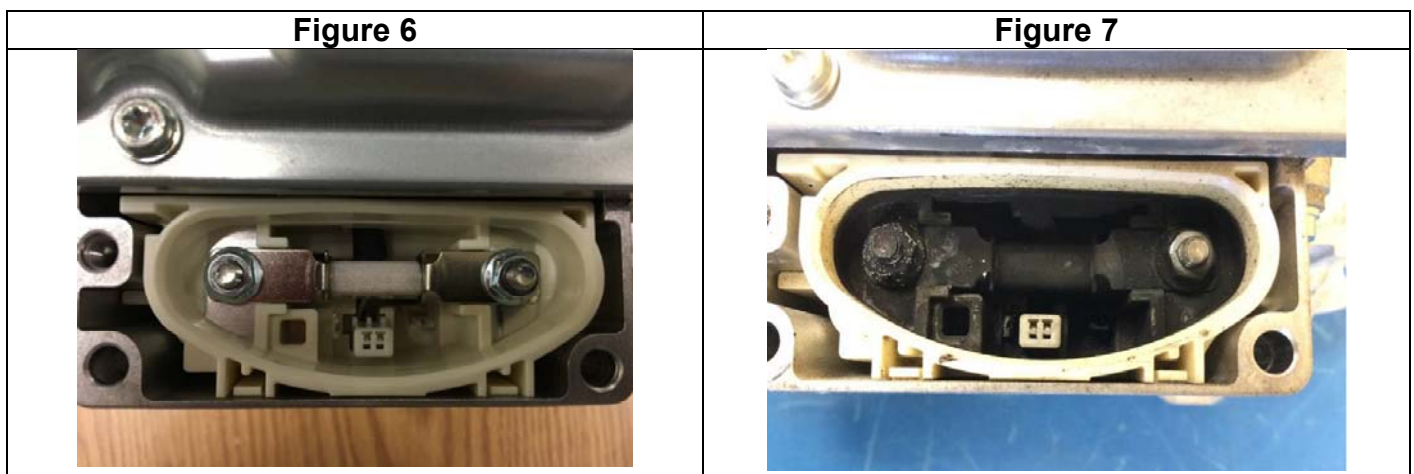
- The top horizontal surfaces of the TCM before removing the TCM fuse cover. (Figure 1)
- Between the TCM fuse cover and the main top cover where the fuse cover overlaps the main top cover. (Figures 2 - 3)



- Apply tape to the TCM fuse cover opening anytime the cover is removed and access to the TCM fuse opening is not needed to complete a service procedure. This applies to the TCM, electrical connectors C1458C and C1458D, as well. This will help prevent moisture and debris from entering the TCM through the fuse cover or connector openings. (Figures 4 - 5, the temporary tape cover is shown in blue)



If these actions are **NOT** completed moisture or debris may enter the TCM which may cause it to fail after reassembly. Figure 6 shows an example of a non-damaged TCM fuse. Figure 7 shows an example of a fuse that has been damaged by moisture intrusion. Damage caused by not properly sealing the TCM connectors is not warrantable.



The issue shown in Figure 7 could result in no communication with the TCM, the air conditioning being inoperative, no start, or other issues. Please refer the Workshop Manual for complete information on the TCM operation and diagnostics.