

CERTAIN 2016 - 2017 MODEL YEAR C-MAX AND FUSION ENERGI VEHICLES — POWERTRAIN CONTROL MODULE REPROGRAMMING

OVERVIEW

In some of the affected vehicles, it may be possible for contactors in the high voltage battery junction box to become temporarily fused closed at ignition off, setting diagnostic trouble code (DTC) P0AA4. When the next engine start is attempted, the engine will fail to start and will generate a stop safely now message along with a service engine soon indicator illuminated in the instrument cluster. Dealers are to reprogram the powertrain control module (PCM) using the Integrated Diagnostic System (IDS) software 101.02 or higher. The secondary onboard diagnostic module C (SOBDMC) will automatically update if it is not at the latest calibration level.

NEW ! SERVICE PROCEDURE

Module Reprogramming

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all DTCs after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Connect a battery charger to the 12V battery.

NOTICE: *The vehicle should not be connected to a 110V or 120V vehicle charger.*

2. Reprogram the PCM using IDS release 101.02 or higher.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

NOTE: A coordinated reflash is required when reprogramming the PCM. When PCM reprogramming is initiated, the IDS will check for software updates on certain onboard modules (anti-lock brake system (ABS) module, secondary onboard diagnostic module C (SOBDMC), etc.). The IDS will automatically install updates in these modules if they are not at the latest level. If the coordinated reflash is interrupted, undesired vehicle operation may result.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

3. Disconnect the battery charger from the 12V battery once the reprogramming has completed.



Important Information for Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- *Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.*
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screen saver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

NOTE: If a module becomes unresponsive or does not operate properly following a module programming procedure, attempt a battery disconnect and reconnect.

Recovering a module when programming has resulted in a blank module: NEVER DELETE THE ORIGINAL SESSION!

- a. Obtain the original IDS that was used when the programming error occurred during module reprogramming (MR) or programmable module installation (PMI).
- b. Disconnect the VCM from the data link connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the original vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the Recycle Bin icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.

