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Some 2017 Escape and Focus vehicles may experience a message during key programming that states "Back End Server Failed". To correct this condition, reprogram the Remote Frequency Actuator (RFA) module to the latest level using Integrated Diagnostic System (IDS) or Ford J2534 Diagnostic Software (FJDS) release 108.06 or higher. For claiming, use causal part 19G481 and applicable labor operations in section 10 of the SLTS manual.