



## TECHNICAL SERVICE BULLETIN

### 2.0L EcoBoost - Illuminated MIL With Various DTCs And/Or Low Coolant Level, White Smoke From Tailpipe And/Or External Coolant Leak

**20-2234**

09 July 2020

#### Model:

<b>Ford</b> 2019-2020 Edge	Engine: 2.0L EcoBoost
<b>Lincoln</b> 2019-2020 Nautilus	Engine: 2.0L EcoBoost

**Issue:** Some 2019-2020 Edge/Nautilus vehicles equipped with a 2.0L EcoBoost engine may exhibit an illuminated malfunction indicator lamp (MIL) with diagnostic trouble codes (DTCs) P0128, P0217, P044C, P1026, P1285, P1299, P139A and/or P2457 stored in the powertrain control module (PCM). The vehicle may also exhibit low coolant level, white smoke from the tailpipe, an over temperature warning in the instrument panel cluster (IPC), and/or an external coolant leak. This may be due to the exhaust gas recirculation (EGR) cooler and/or settings in the PCM software. To resolve the condition, inspect the EGR cooler and/or update the PCM software.

**Action:** Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- 2019-2020 Edge/Nautilus
- 2.0L EcoBoost engine
- At least one of the following symptoms:
  - The only DTCs stored in the PCM are P0128, P0217, P044C, P1026, P1285, P1299, P139A and/or P2457
  - Low coolant level
  - White smoke from the tailpipe
  - Over temperature warning in the instrument panel cluster (IPC)
  - External coolant leaking

**NOTE:** Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated. "As Needed" indicates the part is required but the number may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 1. "If Needed" indicates the part is not mandatory.

#### Parts

Part Number	Description	Quantity
K2GZ-9D476-A	EGR Hot Side Gasket	1
K2GZ-9D476-B	EGR Coolant Tube Gasket	1
K2GZ-9E464-D	EGR Cold Side Gasket	1
K2GZ-9F464-A	EGR Cooler	1
K2GZ-9E470-A	EGR Outlet Tube	1
XG-3-A	Motorcraft® Silicone Brake Caliper Grease and Dielectric Compound	As Needed

Inspect And Replace Only If Necessary		
EJ7Z-6758-D	Crankcase Vent Tube	If Needed

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Emissions Warranty/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/Emissions Warranty/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

### Labor Times

Description	Operation No.	Time
2019-2020 Edge, Nautilus 2.0L EcoBoost: Retrieve DTCs, Pressure Test The Cooling System Inspect The EGR Cooler (Pass) (Do Not Use With Any Other Labor Operations)	202234A	0.6 Hrs.
2019-2020 Edge, Nautilus 2.0L EcoBoost: Retrieve DTCs, Reprogram The PCM, Pressure Test The Cooling System Inspect The EGR Cooler (Pass) (Do Not Use With Any Other Labor Operations)	202234B	0.9 Hrs.
2019-2020 Edge, Nautilus 2.0L EcoBoost: Retrieve DTCs, Pressure Test The Cooling System Inspect The EGR Cooler (Fail) Replace The EGR Cooler And EGR Outlet Tube (Do Not Use With Any Other Labor Operations)	202234C	3.3 Hrs.
2019-2020 Edge, Nautilus 2.0L EcoBoost: Retrieve DTCs, Reprogram The PCM, Pressure Test The Cooling System Inspect The EGR Cooler (Fail) Replace The EGR Cooler And EGR Outlet Tube (Do Not Use With Any Other Labor Operations)	202234D	3.6 Hrs.

### Repair/Claim Coding

Causal Part:	9F464
Condition Code:	01

### Service Procedure

1. Was the vehicle built on or before 09-Jul-2020?

- (1). Yes - proceed to Step 2.
- (2). No - proceed to Step 3.

2. Reprogram the PCM using the latest software level of the appropriate Ford diagnostic scan tool. If no later level calibration is available, the vehicle is already at the latest calibration. Proceed to Step 3.

**NOTE: Advise the customer this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a relearning process. This relearning process may result in firmer than normal upshifts and downshifts for several days.**

3. Perform a cooling system pressure test. Refer to Workshop Manual (WSM), Section 303-03A. Visually inspect the EGR cooler for any signs of damage or internal leaks.

4. Are any leaks detected from the EGR cooler?

- (1). Yes - replace the EGR cooler and the EGR outlet tube. Refer to WSM, Section 303-08A.
- (2). No - use standard diagnostic procedures as defined in the WSM, Section 303-03A.

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 provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.