



## TECHNICAL SERVICE BULLETIN

### AWD - RDU Binding/Shudder And/Or Bump/Clunk Condition When Turning At Low Speeds And Parking Lot Maneuvers

**21-2077**  
17 March  
2021

This bulletin supersedes 20-2165. Reason for update: Missing or Incorrect Applications

#### Model:

<b>Ford</b> 2017-2019 Escape
<b>Lincoln</b> 2017-2019 MKC

#### Summary

This article supersedes TSB 20-2165 to update the Title, Issue, Action and vehicle/engines affected.

**Issue:** Some 2017-2019 Escape/MKC vehicles equipped with all-wheel drive (AWD) may exhibit a binding/shudder and/or bump/clunk from the rear drive unit (RDU) when turning at low speeds and parking lot maneuvers. This may be due to the software in the powertrain control module (PCM). To correct the condition, follow the Service Procedure to reprogram the PCM.

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

- 2017-2019 Escape/MKC
- AWD
- Exhibits a binding/shudder and/or bump/clunk from the RDU when turning at low speeds and parking lot maneuvers

**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.

#### Labor Times

Description	Operation No.	Time
2017-2019 Escape/MKC AWD: Reprogram The PCM (Do Not Use With Any Other Labor Operations)	212077A	0.3 Hrs.

#### Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

#### Service Procedure

1. Reprogram the PCM using the latest software level of the appropriate Ford diagnostic scan tool.

**NOTE: Advise the customer that 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.**

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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.