



TECHNICAL SERVICE BULLETIN

FWD - 8F24 - Vehicle Goes Into PARK Uncommanded - Illuminated Powertrain Malfunction (Wrench) Indicator With DTC P288B

21-2107

08 April 2021

Model:

Ford 2020 Escape	Transmission/Transaxle: 8F24
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Issue: Some 2020 Escape front-wheel drive (FWD) vehicles equipped with an 8F24 transmission may exhibit the transmission going into PARK uncommanded during a start/stop event or stay in neutral event with the engine off. There will also be an illuminated powertrain malfunction (wrench) indicator and diagnostic trouble code (DTC) P288B stored in the powertrain control module (PCM). This may be due to various strategies within the PCM software. 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:

- 2020 Escape FWD
- 8F24 transmission
- Illuminated powertrain malfunction (wrench) indicator with DTC P288B stored in the PCM
- Transmission going into PARK uncommanded during a start/stop event or stay in neutral event with the engine off

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
2020 Escape FWD 1.5L EcoBoost: Retrieve DTCs And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	212107A	0.4 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 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.

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