



TECHNICAL SERVICE BULLETIN

2.0L - Illuminated MIL With DTC P164C - Built On Or Before 26-Jun-2021

21-2227

13 July 2021

Model:

Ford 2021 EcoSport	Engine: 2.0L Duratec-HE
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Issue: Some 2021 EcoSport vehicles equipped with a 2.0L engine and built on or before 26-Jun-2021 may experience an illuminated malfunction indicator lamp (MIL) and diagnostic trouble code (DTC) P164C stored in the powertrain control module (PCM). The vehicle may also exhibit Auto Start/Stop system incorrect operation and/or insufficient heat in Auto Start/Stop mode only. This may be due to the software in the PCM. To correct this condition, follow the Service procedure to reprogram the PCM.

Action: Follow the service procedure steps to correct the condition if the vehicle meets the following criteria.

- 2021 EcoSport vehicles
- Built on or before 26-Jun-2021
- 2.0L engine
- At least one of the following conditions:
 - Exhibits an illuminated MIL with DTC P164C
 - Auto Start/Stop system incorrect operation
 - Insufficient heat in Auto Start/Stop mode only

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
2021 EcoSport 2.0L: Retrieve DTCs And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	212227A	0.4 Hrs.

Repair/Claim Coding

Causal Part:	RECALEM
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.

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.