



TECHNICAL SERVICE BULLETIN

Illuminated Malfunction Indicator Lamp (MIL) With Diagnostic Trouble Codes (DTCs) P0C27 And/Or P0C28

18-2282
17 September
2018

This bulletin supersedes 16-0050. Reason for update: Missing or Incorrect Applications

Model:

Ford
2013-2017 C-MAX Energi
2013-2017 Fusion Energi

Summary

This article supersedes TSB 16-0050 to update the vehicle model years affected.

Issue: Some 2013-2017 Fusion Energi and C-Max Energi vehicles may exhibit an illuminated MIL with DTC P0C27 and/or P0C28.

Action: Follow the Service Procedure steps to correct the condition.

Warranty Status: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions Warranty Coverage Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2013-2017 Fusion Energi And C-MAX Energi: Retrieve DTCs And Reprogram The Appropriate Modules As Required By The Software Update Includes Time To Clear Codes After Repair (Do Not Use With Any Other Labor Operations)	182282A	0.5 Hrs.

Repair/Claim Coding

Causal Part:	RECALEM
Condition Code:	04

Service Procedure

1. Using the appropriate Ford diagnostic scan tool or equivalent, retrieve DTCs. Are DTCs P0C27 and/or P0C28 stored in the powertrain control module (PCM)?

(1). Yes - reprogram the powertrain control module (PCM) and the hybrid powertrain control module (SOBDMC) to the latest calibration 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 RE-LEARNING PROCESS. THIS RE-LEARNING PROCESS MAY RESULT IN FIRMER THAN NORMAL UPSHIFTS AND DOWNSHIFTS FOR SEVERAL DAYS.

(2). No - this article does not apply. Refer to the Powertrain Controls/Emissions Diagnosis (PC/ED) Manual for further diagnostics.

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.