

SSM 49130 - 2011-2019 Fiesta - Various Instrument Panel Cluster (IPC) Concerns After Replacement

Some 2011-2019 Fiesta vehicles may exhibit various concerns following IPC replacement. Symptoms may include: no crank, 'Contact Hotline message', odometer displaying incorrect English or Metric units and/or diagnostic trouble code (DTC) U2101 in multiple modules. If programmable module installation (PMI) has been performed on the replacement IPC, disconnect the IPC, start a new session using the appropriate Ford scan tool and perform a PMI on the IPC. Do not reconnect the IPC until after the scan tool states it is unable to communicate with the IPC, then allow the PMI process to complete. This will automatically load the correct configuration and address any related DTCs or symptoms.

APPLICABLE VEHICLES

2014 - 2018 CAR: CT B299N FIESTA MCA

2011 - 2013 CAR: CH B299 B CAR (NA)

2019 CAR: CT B299N FIESTA MCA