



## TECHNICAL SERVICE BULLETIN

### FWD - 1.5L - 8F24 Transmission - No Reverse Engagement With DTCs P0766 And P2703 - Built On Or Before 07-Aug-2020

**21-2029**

 03 February  
2021

**Model:**

|                            |                                                         |
|----------------------------|---------------------------------------------------------|
| <b>Ford</b><br>2020 Escape | Engine: 1.5L EcoBoost<br>Transmission/Transaxle: (8F24) |
|----------------------------|---------------------------------------------------------|

**Issue:** Some 2020 Escape vehicles equipped with front-wheel drive (FWD), a 1.5L EcoBoost engine and an 8F24 transmission built on or before 07-Aug-2020 may exhibit no reverse engagement with diagnostic trouble codes (DTCs) P0766 and P2703 stored in the powertrain control module (PCM). This may be due to small particles in the electric selectable one-way clutch (SOWC), causing the internal lever of the electric SOWC not to deploy correctly. To correct this condition, follow the Service Procedure to replace the electric SOWC and the fluid filter.

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

- 2020 Escape
- FWD
- Built on or before 07-Aug-2020
- 8F24 transmission
- 1.5L EcoBoost engine
- No reverse engagement
- DTCs P0766 and P2703 stored in the PCM

**NOTE:** Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated. "As Needed" indicates the part is required but the number may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 1. "If Needed" indicates the part is not mandatory.

**Parts**

| Part Number  |                                              | Description                         | Quantity |
|--------------|----------------------------------------------|-------------------------------------|----------|
| J1KZ-7P030-C | -                                            | Electric Selectable One-Way Clutch  | 1        |
| J1KZ-7G186-A | -                                            | Fluid Filter                        | 1        |
| W500721-S439 | Package Contains 6 Pieces, 2 Pieces Required | Front Outer Side Member Front Bolts | 1        |
| W500727-S439 | Package Contains 4 Pieces, 6 Pieces Required | Front Outer Side Member Rear Bolts  | 2        |
| W520203-S440 | Package Contains 1 Piece, 2 Pieces Required  | Tie Rod End Nut                     | 2        |
| W719924-S439 | Package Contains 4 Pieces, 2 Pieces Required | Ball Joint Pinch Bolt               | 1        |
| W520515-S442 | Package Contains 4 Pieces, 2 Pieces          | Ball Joint Pinch Bolt Nut           | 1        |

|               | Required                                     |                                                                                                                                  |           |
|---------------|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------|
| W500566-S439  | Package Contains 4 Pieces, 1 Piece Required  | Roll Restrictor Bolt                                                                                                             | 1         |
| CCPZ-3B477-G  | -                                            | Left Wheel Hub Nut                                                                                                               | 1         |
| 3N2Z-3B498-B  | -                                            | Halfshaft Retaining Circlip                                                                                                      | 1         |
| YS4Z-3N324-AA | -                                            | Halfshaft Retaining Strap                                                                                                        | 1         |
| W520102-S442  | Package Contains 4 Pieces, 2 Pieces Required | Halfshaft Retaining Strap Nuts                                                                                                   | 1         |
| W715618-S437  | Package Contains 4 Pieces, 4 Pieces Required | Torque Converter Nuts                                                                                                            | 1         |
| JM5Z-7A248-E  | -                                            | Converter Hub Seal                                                                                                               | 1         |
| J1KZ-7J135-A  | Package Contains 1 Piece, 2 Pieces Required  | Clutch Main Control Valve Body Case Seals                                                                                        | 2         |
| J1KZ-7Z490-D  | -                                            | Separator Plate                                                                                                                  | 1         |
| JM5Z-7N265-E  | Package Contains 1 Piece, 3 Pieces Required  | Small Clutch Feed Seals                                                                                                          | 3         |
| JM5Z-7N265-F  | -                                            | Large Clutch Feed Seals                                                                                                          | 1         |
| GN1Z-1177-A   | Package Contains 1 Piece, 2 Pieces Required  | Right And Left Halfshaft Seals                                                                                                   | 2         |
| J1KZ-7B301-A  | -                                            | High Pressure Fluid Filter                                                                                                       | 1         |
| W716603-S442  | Package Contains 4 Pieces, 2 Pieces Required | Left Subframe Support Bracket Bolts                                                                                              | 1         |
| BE8Z-6731-AB  | -                                            | Oil Filter                                                                                                                       | 1         |
| XL-5-A        | -                                            | Motorcraft® Multi-Purpose Grease Spray                                                                                           | As Needed |
| XT-12-QULV    | -                                            | Motorcraft® MERCON® ULV Automatic Transmission Fluid                                                                             | As Needed |
| XL-2          | -                                            | Motorcraft® High Temperature Nickel Anti-Seize Lubricant                                                                         | As Needed |
| PM-4-A        | -                                            | Motorcraft® Metal Brake Parts Cleaner (Compliant With Low Volatile Organic Compound Requirements As Required In Some USA States) | As Needed |
| PM-4-B        | -                                            | Motorcraft® Metal Brake Parts Cleaner (Not Compliant With Volatile Organic Compound Requirements)                                | As Needed |
| XO-5W20-Q1SP  | -                                            | Motorcraft® SAE 5W-20 Synthetic Blend Motor Oil (All Markets Except Canada)                                                      | As Needed |
| CXO-          | -                                            | Motorcraft® SAE 5W-20 Super Premium Motor Oil (Canada Only)                                                                      | As        |

|                                                |   |                              |           |
|------------------------------------------------|---|------------------------------|-----------|
| 5W20-LSP6                                      |   |                              | Needed    |
| Parts To Inspect And Replace Only If Necessary |   |                              |           |
| HX7Z-6B856-A                                   | - | Engine Oil Cooler            | If Needed |
| J1KZ-7F396-A                                   | - | Transmission Side Pan Gasket | If Needed |

**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: Retrieve DTCs, Replace The ESOWC Includes Time To Remove And Install Transmission (Do Not Use With Any Other Labor Operations) | 212029A       | 11.3 Hrs. |

### Repair/Claim Coding

|                 |       |
|-----------------|-------|
| Causal Part:    | 7P030 |
| Condition Code: | 42    |

## Service Procedure

1. Remove the transmission. Refer to the Workshop Manual (WSM), Section 307-01A > Removal and Installation > Transmission.
2. Disassemble the transmission to the electronic SOWC. Refer to WSM, Section 307-01A > Overhaul > Transmission.
  - (1). WSM Steps 6 through 25 and Steps 35 through 40 are not required during disassembly.
3. Remove and discard the electronic SOWC.
4. Remove and discard both fluid filters.
5. Reassemble the transmission with a new electronic SOWC and both fluid filters. Refer to WSM, Section 307-01A.
6. Reinstall the transmission. Refer to WSM, Section 307-01A.

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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.