



TECHNICAL SERVICE BULLETIN

FWD - 1.5L - 8F24 Transmission - No Reverse Engagement With DTCs P0766 And P2703

21-2421

 29 November
2021

This bulletin supersedes 21-2240. Reason for update: Incorrect or Missing Parts

Model:

Ford 2020 Escape	Engine: 1.5L EcoBoost Transmission/Transaxle: (8F24)
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Summary

This article supersedes TSB 21-2240 to update the parts list.

Issue: Some 2020 Escape vehicles equipped with front-wheel drive (FWD), a 1.5L EcoBoost engine and an 8F24 transmission 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 electronic selectable one-way clutch (SOWC), causing the internal lever of the electronic SOWC not to deploy correctly. To correct this condition, follow the Service Procedure to replace the electronic 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
- 8F24 transmission
- 1.5L EcoBoost engine
- No reverse engagement
- DTCs P0766 and P2703 stored in the PCM

Parts

Service Part Number	Quantity	Description	Unit of Issue	Piece Quantity
J1KZ-7P030-C	1	Electronic Selectable One-Way Clutch		
J1KZ-7G186-A	1	Fluid Filter		
W500721-S439	1	Front Outer Side Member Front Bolts	6	2
W500727-S439	2	Front Outer Side Member Rear Bolts	4	6
W520203-S440	2	Tie Rod End Nut	1	2
W719924-S439	1	Ball Joint Pinch Bolt	4	2
W520515-S442	1	Ball Joint Pinch Bolt Nut	4	2
W500566-S439	1	Roll Restrictor Bolt	4	1
CCPZ-3B477-G	1	Left Wheel Hub Nut		

3N2Z-3B498-B	1	Halfshaft Retaining Circlip		
YS4Z-3N324-AA	1	Halfshaft Retaining Strap		
W520102-S442	1	Halfshaft Retaining Strap Nuts	4	2
W715618-S437	1	Torque Converter Nuts	4	4
JM5Z-7A248-E	1	Converter Hub Seal		
J1KZ-7J135-A	2	Clutch Main Control Valve Body Case Seals	1	2
J1KZ-7Z490-D	1	Separator Plate		
JM5Z-7N265-E	3	Small Clutch Feed Seals	1	3
JM5Z-7N265-F	1	Large Clutch Feed Seals		
GN1Z-1177-A	2	Right And Left Halfshaft Seals	1	2
J1KZ-7B301-A	1	High Pressure Fluid Filter		
W716603-S442	1	Left Subframe Support Bracket Bolts	4	2
BE8Z-6731-AB	1	Oil Filter		
XL-5-A	As Needed	Motorcraft® Multi-Purpose Grease Spray		
XT-12-QULV	As Needed	Motorcraft® MERCON® ULV Automatic Transmission Fluid		
XL-2	As Needed	Motorcraft® High Temperature Nickel Anti-Seize Lubricant		
PM-4-A	As Needed	Motorcraft® Metal Brake Parts Cleaner (Compliant With Low Volatile Organic Compound Requirements As Required In Some USA States)		
PM-4-B	As Needed	Motorcraft® Metal Brake Parts Cleaner (Not Compliant With Volatile Organic Compound Requirements)		
XO-5W20-Q1SP	As Needed	Motorcraft® SAE 5W-20 Synthetic Blend Motor Oil (All Markets Except Canada)		
CXO-5W20-LSP6	As Needed	Motorcraft® SAE 5W-20 Super Premium Motor Oil (Canada Only)		
TA-29	As Needed	Motorcraft® Ultra Silicone Sealant		
ZC-31-B	As Needed	Motorcraft® Metal Surface Prep Wipes		

Quantity refers to the amount of the service part number required to repair the vehicle.

Unit of Issue refers to the number of individual pieces included in a service part number package.

Piece Quantity refers to the total number of individual pieces required to repair the vehicle.

As Needed indicates the amount of the part may vary and/or is not a whole number. Parts can be billed out as non-whole numbers, including less than 1.

Unit of Issue and Piece Quantity are 1 unless otherwise stated.

Parts

Parts To Inspect And Replace Only If Necessary

Service Part Number	Quantity	Description
HX7Z-6B856-A	If Needed	Engine Oil Cooler
J1KZ-7F396-A	If Needed	Transmission Side Pan Gasket

If Needed indicates the part is not mandatory.

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 Electronic SOWC Includes Time To Remove And Install Transmission (Do Not Use With Any Other Labor Operations)	212421A	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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