

**TECHNICAL SERVICE BULLETIN****21-2422**29 November
2021**1.0L EcoBoost – Various Drivability Symptoms, Illuminated Powertrain Malfunction (Wrench) Indicator And/Or Brake Warning indicator With DTCs P164C Or P0504****Model:**

Ford 2021 EcoSport	Engine: 1.0L EcoBoost
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Issue: Some 2021 EcoSport vehicles equipped with a 1.0L EcoBoost engine may exhibit a condition where the auto start/stop system is inoperative or cruise control disabled with an illuminated powertrain malfunction (wrench) and/or brake warning indicator with diagnostic trouble code (DTC) P164C or P0504 stored in the powertrain control module (PCM). The vehicle may also exhibit an engine stall while braking aggressively from low speed with an auto start/stop indicator lamp flashing and a battery indicator lamp on with a shift to park message in the instrumental panel cluster (IPC). 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
- 1.0L EcoBoost
- At least one of the following conditions:
 - Illuminated powertrain malfunction (wrench) indicator and/or brake warning indicator with DTCs P164C Or P0504
 - Engine stall
 - Cruise control disabled
 - Auto start/stop indicator lamp flashing and battery indicator lamp on
 - Auto start/stop system inoperative
 - Shift to park message in the instrumental panel

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
2021 EcoSport 1.0L: Retrieve DTCs And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	212422A	0.4 Hrs.

Repair/Claim Coding

Causal Part:	RECAL
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.

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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.