



TECHNICAL SERVICE BULLETIN

2020 Escape - FWD - 1.5L - 8F24 Transmission - No Reverse Engagement With DTCs P0766 And P2703

21-2240
21 July 2021

This bulletin supersedes 21-2029. Reason for update: Missing or Incorrect Applications

Model:

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

This article supersedes TSB 21-2029 to update the production fix date.

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

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	-	Electronic 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 Required	Ball Joint Pinch Bolt Nut	1
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-5W20-LSP6	-	Motorcraft® SAE 5W-20 Super Premium Motor Oil (Canada Only)	As 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 Electronic SOWC Includes Time To Remove And Install Transmission (Do Not Use With Any Other Labor Operations)	212240A	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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