



# TECHNICAL SERVICE BULLETIN

## Shifter Not Moving The Transmission To The Proper Gear Position

**22-2066**

25 April 2022

This bulletin supersedes 21-2152.

### Model:

|                           |
|---------------------------|
| <b>Ford</b>               |
| 2013-2018 C-MAX Hybrid    |
| 2015-2018 Edge            |
| 2014-2019 Escape          |
| 2013-2016 Fusion          |
| 2013-2021 Transit Connect |

### Summary

This article supersedes TSB 21-2152 to update the Service Procedure and Part List.

**Issue:** Some 2013-2016 Fusion, 2013-2018 C-MAX, 2014-2019 Escape, 2013-2021 Transit Connect, and 2015-2018 Edge vehicles may indicate an incorrect shifter lever position. This may be due to the bushing at the transmission end of the shifter lever cable resulting in a mismatch of cluster and selected gear position. To correct the condition, follow the Service Procedure steps to replace the bushing and on certain vehicles install the protective cap over the selector at the transmission end of the selector lever cable.

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

- One of the following vehicles:
  - 2013-2016 Fusion
  - 2013-2018 C-MAX
  - 2014-2019 Escape
  - 2013-2021 Transit Connect
  - 2015-2018 Edge
- At least one of the following symptoms:
  - Shifter not moving the transmission to proper shifter position
  - Damaged shifter bushing
  - Missing shifter bushing
  - Mismatch of cluster and selected gear position

### Parts

| Service Part Number | Quantity | Description           |
|---------------------|----------|-----------------------|
| DG9Z-7K340-A        | 1        | Shift Cable Bushing   |
| DG9Z-7S004-A        | 1        | Protective Cap (6F35) |
| KV6Z-7S004-A        | 1        | Protective Cap (8F)   |

**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     |
|--|---------------|----------|
| 2013-2021 Transit Connect, 2014-2019 Escape/Escape Hybrid 2015-2018 Edge: Replace The Shift Cable Bushing Following The Service Procedure (Do Not Use With Any Other Labor | 222066A       | 0.5 Hrs. |

|  |         |          |
|--|---------|----------|
| Operations)  |         |          |
| 2013-2016 Fusion/Fusion Hybrid: Replace The Shift Cable Bushing Following The Service Procedure (Do Not Use With Any Other Labor Operations) | 222066B | 0.6 Hrs. |
| 2013-2018 CMAX: Replace The Shift Cable Bushing Following The Service Procedure (Do Not Use With Any Other Labor Operations)                 | 222066C | 0.8 Hrs. |

### Repair/Claim Coding

|                 |       |
|-----------------|-------|
| Causal Part:    | 7E395 |
| Condition Code: | 01    |

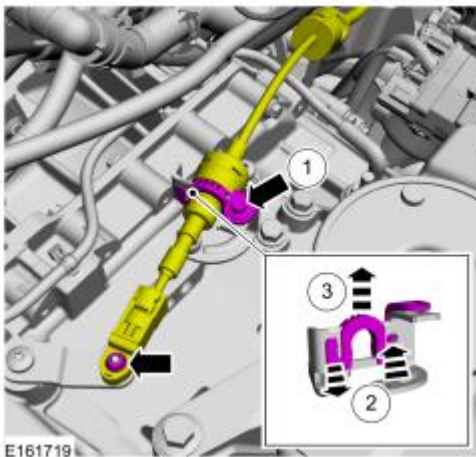
## Service Procedure

1. Access the cable at the transmission side by following the selector lever cable removal and installation procedure. Refer to Workshop Manual (WSM), Section 307-05.

(1). For 2013 Transit Connect vehicles with a 6F35 transmission, use the 2014 WSM for any missing content.

2. Disconnect the selector lever cable from the transmission manual lever and the bracket. (Figure 1)

Figure 1



(1). Remove the selector lever cable bracket bolt.

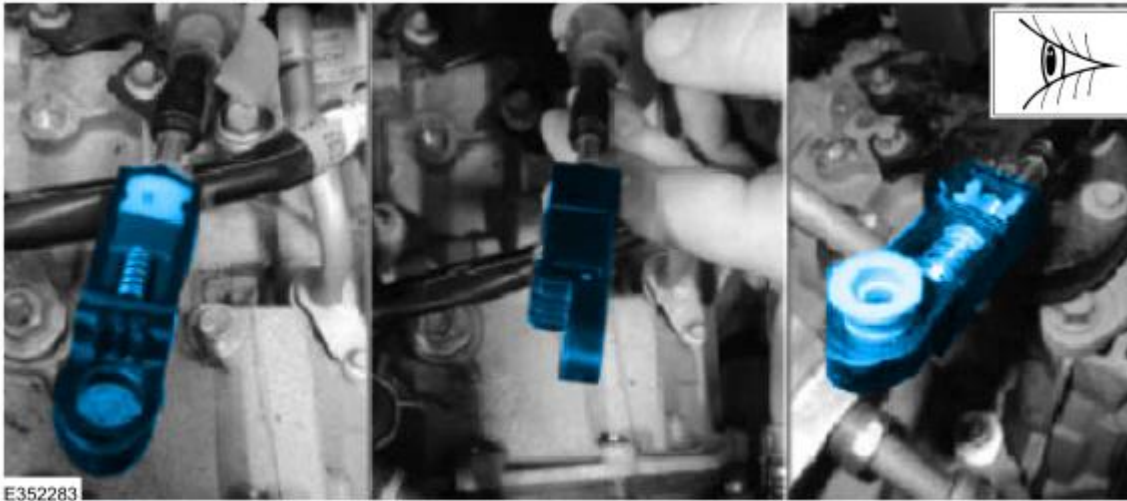
(2). Disengage the selector lever cable holding clip. Use caution when removing the hold down bracket to avoid damage. Hold down bracket is available separate of the shift cable.

(3). Disconnect the selector lever cable.

- Tighten to 7 Nm (62 lb-in).

**NOTE: Note the selector lever cable bushing replacement/orientation. (Figure 2)**

Figure 2



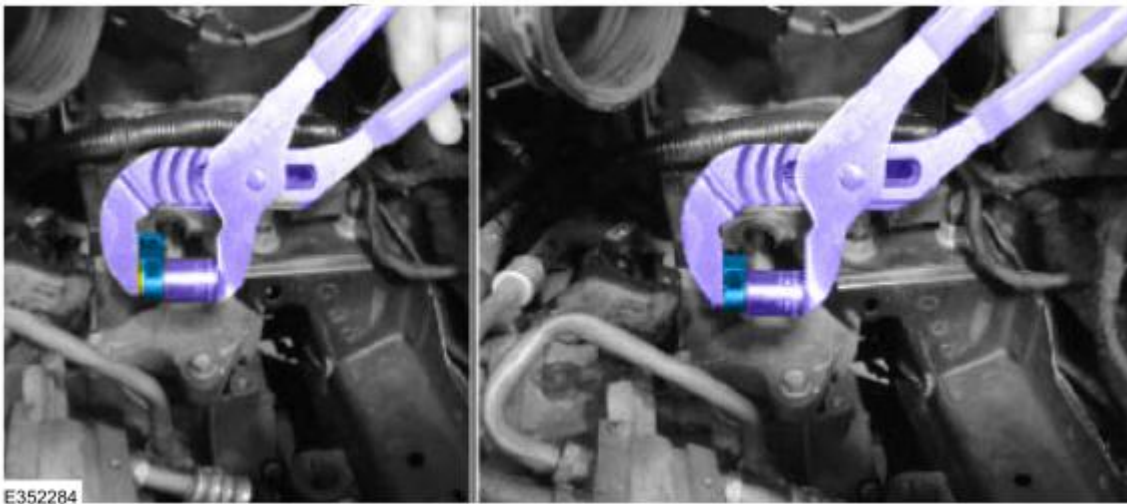
 **CAUTION:** Use care to prevent damage to the shifter cable during this procedure.

3. Remove the shifter bushing.

(1). For 2013 vehicles only, use a pair of straight jaw adjustable pliers and a 15 mm shallow socket to push the bushing partially out of the selector lever cable end. (Figure 3)

**NOTE:** The 15 mm socket will rest against the hard plastic bottom end of the shift cable and will be large enough to allow bushing to be pressed partially out.

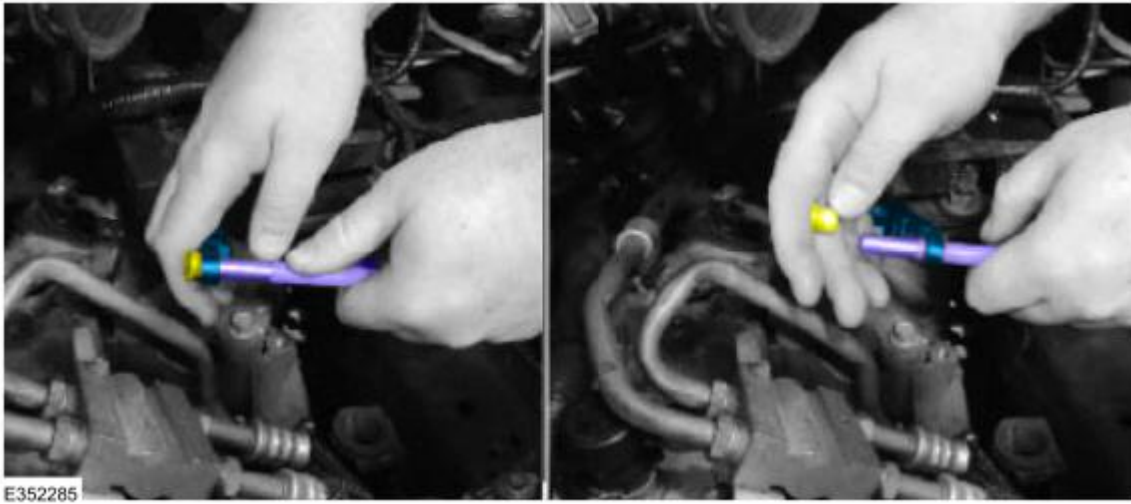
Figure 3



(2). Turn the selector lever cable end over and using a punch push the bushing the rest of the way out of the selector lever cable end. (Figure 4)

**NOTE:** For all 2013 vehicles equipped with original shift cable, the original bushing is taller than the replacement bushing.

Figure 4



(3). For 2014-2016 vehicles only, press out the shifter cable bushing using one of the two methods below.

- Using a 5 mm and a 15 mm socket with straight jaw adjustable pliers, the bushing can be pressed out of the shifter cable end. The 5 mm socket will fit into the small part of the bushing on top, the 15 mm will go against the bottom of the shifter cable end, make sure to have socket centered with the bushing to allow clearance of the bushing shoulder as it is being pressed out. (Figures 5-6)

Figure 5

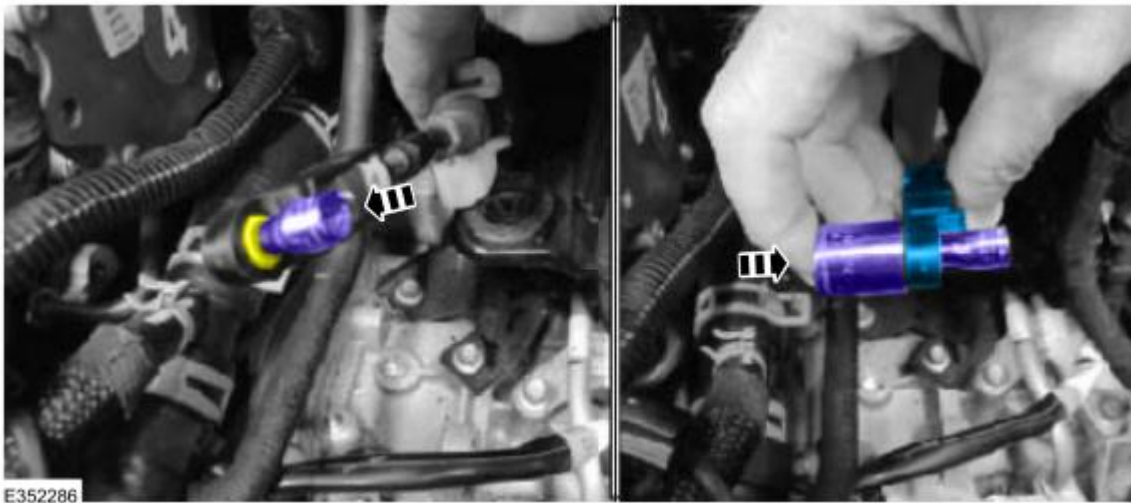
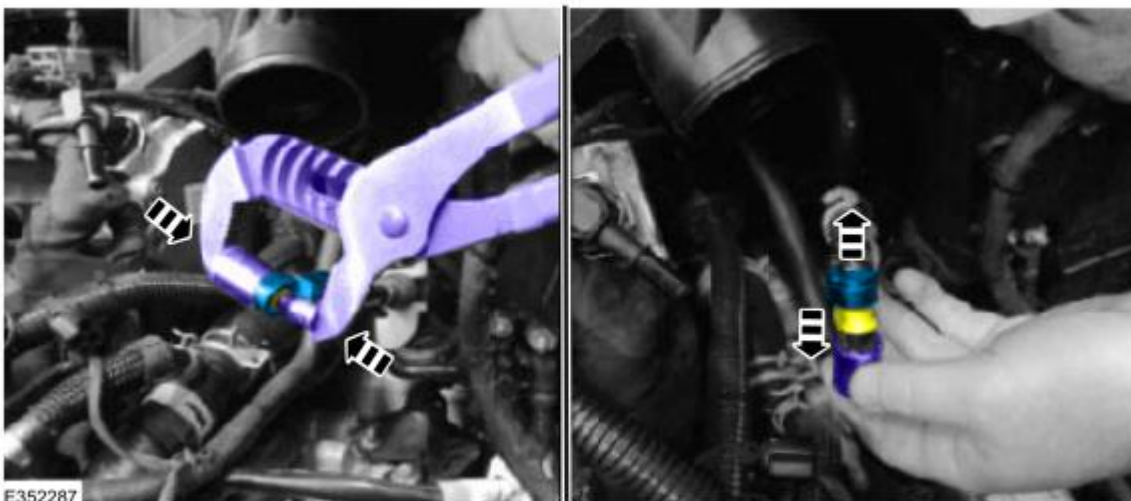


Figure 6



- Using a tool such as a Lisle 38350 - Exhaust Hanger Removal plier to press bushing out. The shoulder of the bushing is positioned upward, small end of plier is pressing the bushing out. (Figure 7)



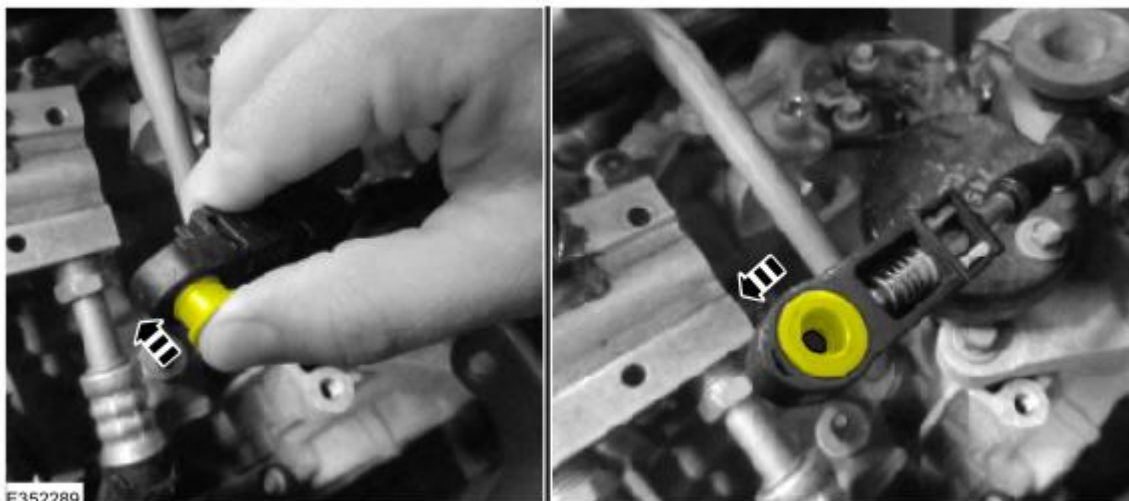
Figure 7



**CAUTION: Use care to prevent damage to the shifter cable during this procedure.**

4. Install the new selector lever cable bushing by hand. Do not use any grease to install, the bushing and cable end should be dry. (Figure 8)

Figure 8



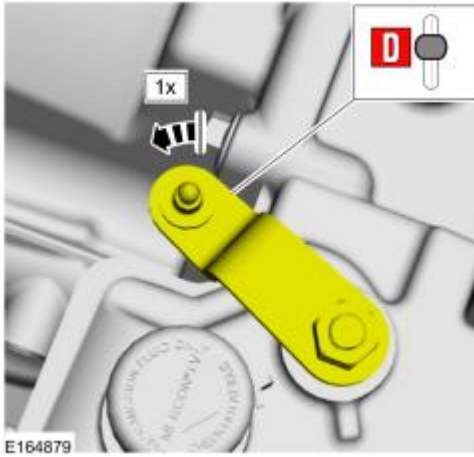
5. Place the vehicle's transmission gear selector in drive (D).
6. Rotate the manual control lever clockwise until it stops. (Figure 9)

Figure 9



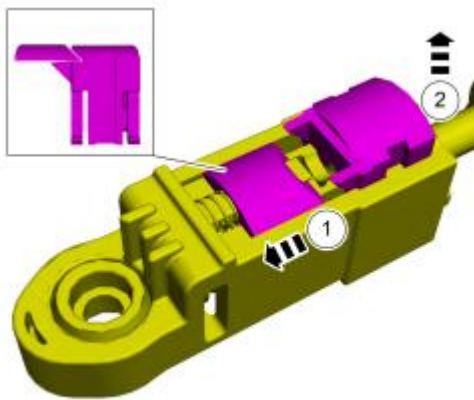
7. Rotate the manual control lever counterclockwise 1 detent into drive (D). (Figure 10)

Figure 10



8. Release the selector lever cable adjuster lock. (Figure 11)

Figure 11



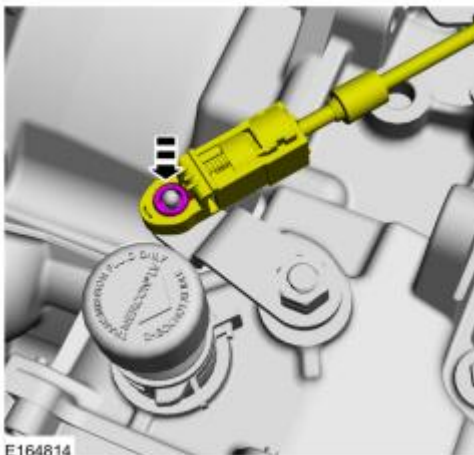
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(1). Carefully release the adjuster lock tabs outward.

(2). While holding the adjuster lock tabs outward, slide the lock out to unlock the selector lever cable.

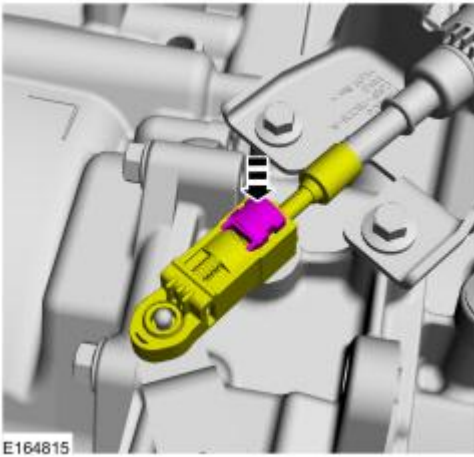
9. Connect the selector lever cable to the manual control lever. (Figure 12)

Figure 12



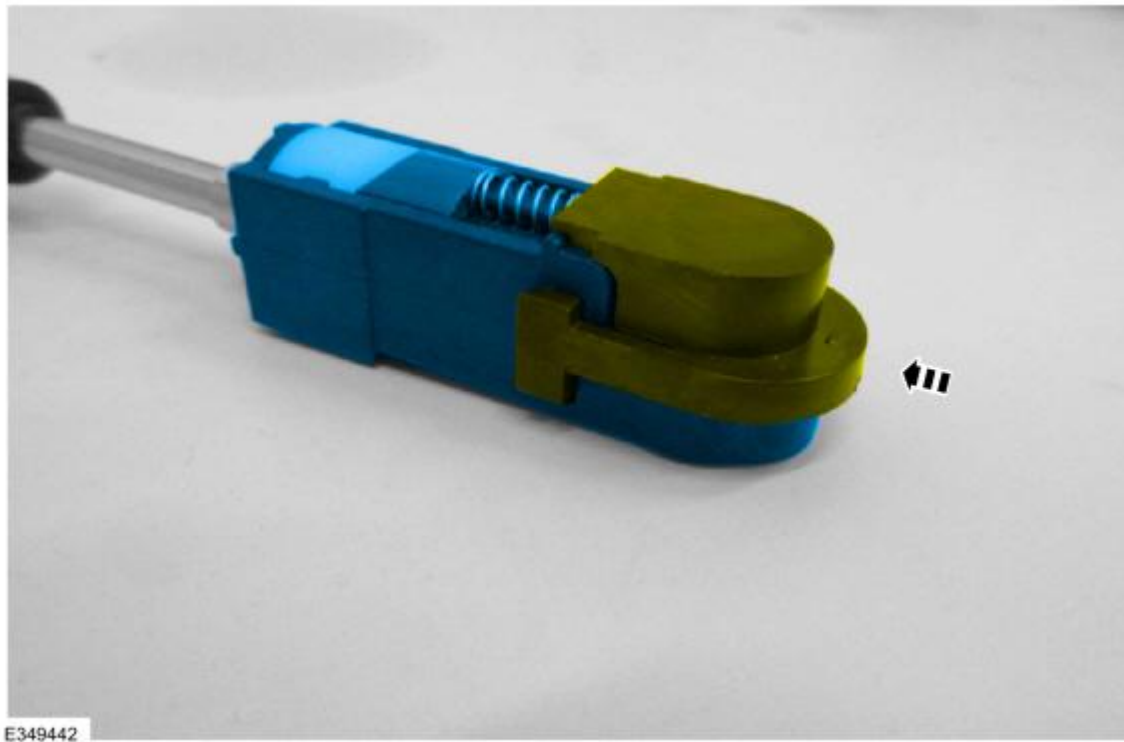
10. Slide the adjuster tab in place to lock the selector lever cable. (Figure 13)

Figure 13



11. Visually inspect the cable end and give a slight pull up to verify the bushing is fully seated. If not fully seated, reseat the cable.
12. Install the new cap onto the selector lever cable adjuster. Clip one side into the adjuster body and then slide the other onto the housing until it snaps into place. The protective cap should cover the bushing and the terminal end of the adjuster. (Figure 14)

Figure 14



13. Verify the installation by checking the cap is retained by pulling on the adjuster body.
14. To assemble the vehicle, reverse the removal procedure. Refer to WSM, Section 307-05.
15. Verify that the engine starts in park (P) and neutral (N) only and that the reverse lamps illuminate in reverse (R).

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