

## ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM FOR JUNE 2015

45177 2013-2014 MKZ - BCM Failure During Or Shortly After Programming

Some 2013-2014 MKZ vehicles may have a BCM fail to respond or power up during or shortly after performing a module reprogramming procedure. If this occurs, disconnect the battery and leave it disconnected for 10 minutes or more. For hybrid units, lower the rear seat and use the emergency t-handle to open the rear decklid to be able to access the battery if necessary. If the module does not recover, module replacement will be necessary. If the module was being reprogrammed as part of a Customer Satisfaction Program, contact the Special Service Support Center.