



FORD COMMERCIAL SOLUTIONS

Escape MY16-19 – Ford Plug-In Modem Kit Installation Guide
Revision Date: 06-AUG-2019

Revision Number: 2

Escape Ford Plug-In Modem Kit Bill of Material – Part in Assembly (PIA):

Part Description	PIA Quantity
Ford Plug-In Modem (modem)	1
3-Way Harness	1
Ford Plug-In Modem Kit Installation part set	1
Warranty Card	1
Install Card – URL for accessing installation instructions	1

Ford Plug-In Modem Kit Installation part set content:	Quantity	P/N
Adhesive backed mounting pad	1	28675051
3M 4298 Promoter Packet	1	28675052
Alcohol wipe	1	28675054
Tie Straps -14.5"	5	28682870

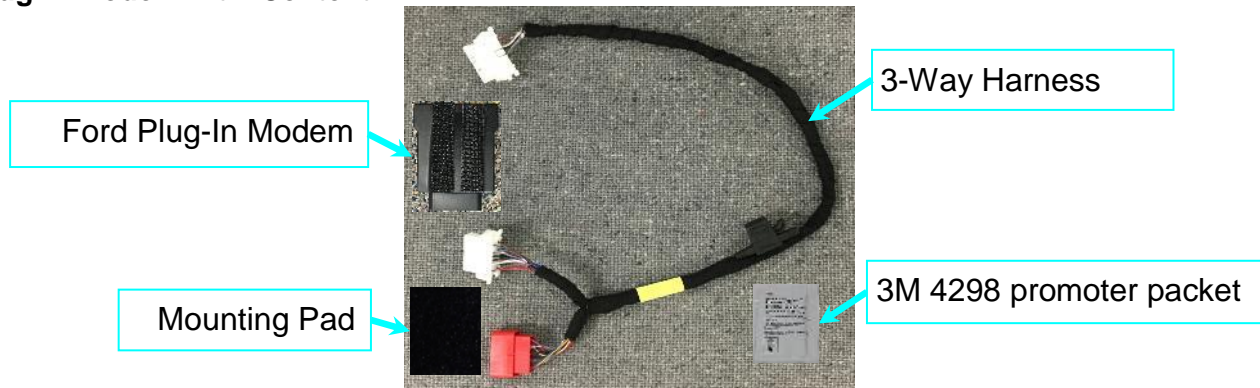
Tools: shop tools	Panel removal tool
Plastic gloves (optional)	

Record of Revision History:

Revision	Description	Pages Affected	Release Date
1	Initial release of Ford Plug-In Modem kit to support Escape vehicles.	All	7-June-2019
2	Proof reading corrections	All	06-Aug-2019



Ford Plug-In Modem Kit – Content



Ford Plug-In Modem Kit – Installation Procedure

- Read the installation procedure thoroughly before proceeding; modem location and orientation are critical to cellular/GPS connectivity and the kit's overall performance.
- Run standard vehicle diagnostics to check if any codes are set before the Ford Plug-In Modem installation. Repair vehicle if necessary before proceeding.
- Refer to Ford Workshop Manual Instructions for vehicle disassemble and reassemble instructions. All torque values are 1.5Nm+/-0.2Nm (13.3In-Lbs+/-1.8In-Lbs) unless otherwise specified in workshop manual or in these instructions.
- Set all fasteners a side for reassembly.
- Ensure the ignition switch is off, engine is off, and all accessories are off – remove key from ignition and set aside.
- The Electronic Serial Number (ESN) located on the top of the Modem and the outside of the Ford Plug-In Modem Kit box is required to validate proper installation. **Tip:** Take a picture or record the ESN for use later

1. Vehicle Disassembly

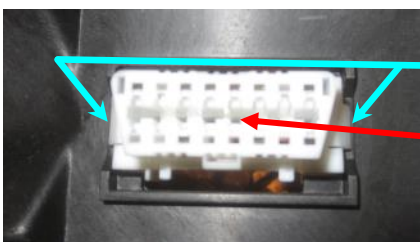
- 1.1 Remove the following two driver side instrument panel (IP) trim panels to access the Ford Plug-In Modem mounting location and to route the harness.

- The left side IP trim panel is accessed with the driver side door open.
 - Remove the trim panel using a panel removal tool to access mounting surface.



- Remove the OBD trim panel.

- 1.2 Locate the vehicle DLC port on the left side of the driver knee zone.



Remove DLC port from IP mounting hole:

- Using a small screw driver push in each tab on both sides of the DLC port to release connector.
- Then press in on the face of the connector to push it into the IP.



2. Vehicle Preparation

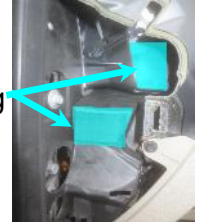
2.1 Inspect the Ford Plug-In Modem's mounting location for surface prep.

2.1.1 The modem's mounting location is inside the cavity behind the trim panel. Visually inspect the surface to ensure it is free of any contaminants.



Surface prep: the mounting surface is highlighted in the pictures here; the surfaces should be clean and dry.

- Clean the surface area slightly larger than the mounting pad with the isopropyl alcohol wipe provided before applying the 3M promoter.



2.2 Promoter application instructions

The kit contains a 3M 4298 promoter packet and an adhesive backed mounting pad for mounting the Ford Plug-In Modem. (Please follow the 3M application instructions included in the next step to prepare the mounting surface for the pad.)



3M 4298 packet contains an applicator sponge soaking in promoter liquid - the liquid contents of the packet should be used as soon as possible after opening.

3M 4298 Application instructions - Hold the packet upright and avoid squeezing the packet. The packet can be opened by tearing across the packet at the notches. This will expose the sponge applicator. Do not remove the sponge or squeeze a freshly opened packet to prevent spillage. Handling the bottom section of the packet should enable application of 3M adhesion promoter 4298 with no mess. Apply a thin, uniform coating to the bonding surface, using the minimum amount that will fully coat the surface. A wet coating thickness of 0.002 inch or less is recommended. Apply promoter to the areas that will be covered with adhesive side of mounting pad. Although drying times may vary due to temperature and/or humidity, a drying time of 30 to 90 seconds is typically indicative of this thickness. The promoter should be dry before applying pad. Reference: 3M. "Adhesion Promoter 4298 for Professional Market Applications." 3M Multimedia, March-2003. Web. 22-July-2014 http://multimedia.3m.com/mws/mediawebserver?mwsId=SSSSSufSevTsZxtUNY_G5xfSevUqevTSevTSevTSeSSSSSS--.

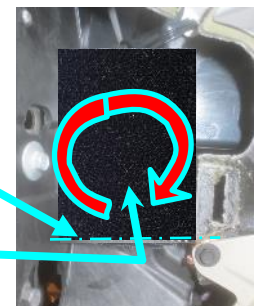
2.3 Application of promoter to the mounting surface.

2.3.1 Apply a thin coating of promoter to the cleaned surface highlighted area pictured above in the surface prep section.

2.4 Apply the mounting pad to the prepared surface.

Note: the promoter must be dry before applying the mounting pad: dry time is 30 to 90 seconds and not more than one hour. Make sure the prepped surface remains free from contaminants prior to pad application.

- Remove the clear plastic from the adhesive backing and align the bottom edge of pad as pictured to the right. Attach pad across both prepped surfaces: firmly rub pad into place, removing any air bubbles trapped under pad to ensure good adhesion to the two surfaces.

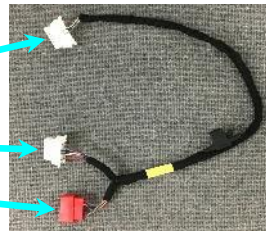


3. Ford Plug-In Modem Kit 3-Way Harness Routing and Connections



3-Way Harness:

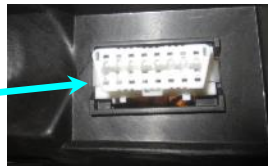
- Ford Plug-In Modem (modem) connector
- Data Link Connector (DLC) connectors
 - DLC female connector
 - DLC male connector



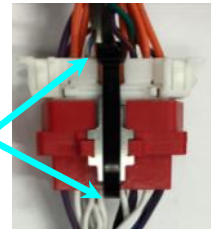
3.1 The 3-Way harness is installed from the left side of the driver foot well up into the trim panel cavity.

3.1.1 Install the 3-Way harness.

- Insert the harness DLC connector in to the vehicle DLC mounting hole in the IP.



- Connect the DLC male connector to the vehicle DLC and secure with a tie strap through center of wiring without pinching any wires.



- Route the harness modem connector through IP hole near the headlight switch to the right of the modem mounting surface.



- Connect the harness modem connector to the Ford Plug-In Modem.
- Secure modem and harness modem connector with tie strap (see pictures below.)

- Position the tie strap on the labeled surface of modem with the strap's head at the edge of the harness DLC.



- Wrap the free end of the tie strap around the modem and through the center of the DLC without pinching wires.



The modem has a status LED used to check connectivity. The two key colors/significance are:

- White - modem has power.
- Blinking green – modem is receiving and transmitting vehicle data. (Requires engine start.)



Note: If the LED does not light up check each harness connection

4. Ford Plug-In Modem Installation

The Ford Plug-In Modem has two strips of dual lock attached to the modem case; the dual lock side attaches to the mounting pad; maintain separation between dual lock and mounting pad until modem is in its final position. (Use a slip of paper to assist with separation.)





4.1 Install the Ford Plug-In Modem.

- Position the modem over the mounting pad.
 - Hint: Use the paper to cover mounting pad, position modem until it is clear of the vent wheel, then slip paper out.
- Fasten the modem to the loop with the harness routed downwards.
 - Press modem against mount and wiggle modem into pad.



Note: Verify that the vent wheel adjuster can still turn easily. If not reposition the modem until it doesn't interfere with the adjuster.

5. Ford Plug-In Modem Validation Process

Validation of proper installation and confirmation that the Ford Plug-in Modem is receiving and transmitting data depends on both GPS and cellular network strength.

- To complete validation technicians will need access to the internet and the VIN and the Plug-in Modem ESN. The Plug-in Modem ESN is located on top of the Modem
- Finally, validation requires that the vehicle to be keyed on. If the vehicle has been off for more than 15 minutes, please complete step 5.2 before attempting validation

5.1 Insert the key into the ignition.

5.2 Start the engine.

- Turn the ignition on,
- Start the engine,
- Run engine for 30 seconds, and
- Turn the ignition to "Off". Wait up to 15 minutes with engine off before restarting (Modem vehicle configurations are down loaded in modem light sleep mode)

5.3 Access validation website: <https://cdvt.ford.com/>

5.4 Input VIN and ESN. If installation validation is successful, the website return screen will display all green indicators. Proceed to Step 5.7

5.5 If validation was not successful, please follow the following steps in order:

- Step 1: Wait 30 seconds, re-enter the required information and submit again, if successful proceed to Step 5.7
- Step 2: Verify that all of the electrical connector connections are fully inserted and secure. Follow the validation steps again beginning at Step 5.2, if successful proceed to Step 5.7
- Step 3: If the plug-in modem has power and the modem display has a blinking green light, please ensure that the vehicle is in a location where its GPS location can be determined and there is a strong cellular signal. Turn the vehicle on and let it run for an extended period (5-7 minutes) before turning it off. Follow the validation steps beginning at Step 5.4, if successful proceed to Step 5.7

5.6 Remove the Ford Plug-in Modem Kit hardware and install a new Ford Plug-in Modem Kit (modem and 3-way harness). Begin the validation process again at Step 5.2 and/or contact the Ford Commercial Solutions Business Center at the phone number listed on the Warranty Card



- 5.7 Run standard vehicle diagnostics to check if any codes were set during the Ford Plug-In Modem Kit installation. If there are no codes, proceed to next section, if there are codes, clear and retest. If codes remain after retest, make the required vehicle repairs, clear codes, and retest. Repeat until retest produces no codes.
- 6. Installation Review, Vehicle Reassembly, and Completion**
 - 6.1 Verify that the 3-Way harness is clear of all moving components and the foot zone.
 - 6.1.1 Loop any excess 3-Way harness onto itself and secure with the tie straps (PIA) to a hard point on the IP: not to other harnesses.
 - 6.2 Verify that the Ford Plug-In Modem is firmly mounted and the driver left side vent adjuster wheel is full functional.
 - 6.3 Re-install all trim panels by reversing removal order.
 - 6.4 Place Ford Plug-In Modem kit Warranty card into glove box.