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## 2019 Ford Taurus Service and Repair Manual

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communication.

### DTC Fault Trigger Conditions

| DTC (diagnostic trouble code)               | Description  | Fault Trigger Condition   |
|---|--|---|
| PCM (powertrain control module)<br>U0155:00 | Lost Communication With Instrument Panel Cluster (IPC) Control Module: No Sub Type Information | The PCM (powertrain control module) sets this DTC (diagnostic trouble code) if data messages from the IPC (instrument panel cluster) control module through the GWM (gateway module A) are missing. |

### Possible Sources

- Communications network concern
- IPC (instrument panel cluster) control module
- GWM (gateway module A)
- PCM (powertrain control module)

### K1 VERIFY THE CUSTOMER CONCERN

- Ignition ON.
- Verify there is an observable symptom present.

#### Is an observable symptom present?

|            |                          |
|------------|--------------------------|
| <b>Yes</b> | GO to <a href="#">K2</a> |
|------------|--------------------------|

|           |  |
|-----------|--|
| <b>No</b> | The system is operating normally at this time. The DTC (diagnostic trouble code) may have been set due to high network traffic or an intermittent fault condition. |
|-----------|--|

### K2 CHECK THE COMMUNICATION NETWORK

- Using a diagnostic scan tool, perform a network test.

#### Did the IPC (instrument panel cluster) module pass the network test?

|            |                          |
|------------|--------------------------|
| <b>Yes</b> | GO to <a href="#">K3</a> |
|------------|--------------------------|

## K6 RECHECK THE PCM (POWERTRAIN CONTROL MODULE) DIAGNOSTIC TROUBLE CODES (DTCs)

### NOTE

If new modules were installed prior to the DTC (diagnostic trouble code) being set, the module configuration may be incorrectly set during the PMI (programmable module installation) , or the PMI (programmable module installation) may not have been carried out.

- Using a diagnostic scan tool, clear the Diagnostic Trouble Codes (DTCs).
- Wait 10 seconds.
- Repeat the PCM (powertrain control module) self-test.

### Is DTC (diagnostic trouble code) U0136 still present?

|     |                          |
|-----|--------------------------|
| Yes | GO to <a href="#">K7</a> |
|-----|--------------------------|

|    |   |
|----|---|
| No | The system is operating correctly at this time. The DTC (diagnostic trouble code) may have been set due to high network traffic or an intermittent fault condition. |
|----|---|

## K7 CHECK FOR OTHER CAUSES OF COMMUNICATION NETWORK CONCERN

### NOTE

If new modules were installed prior to the DTC (diagnostic trouble code) being set, the module configuration can be incorrectly set during the PMI (programmable module installation) or the PMI (programmable module installation) may not have been carried out.

- CHECK the vehicle service history for recent service actions related to the AWD (all-wheel drive) module, GWM (gateway module A) or PCM (powertrain control module) . If recent service history is found:
  - verify correct replacement module was installed
    - HVBOM may be used to verify correct part fitment
  - verify the configuration of replacement module was correct
    - re-configure module using as-built data if prior configuration is suspect
  - verify the module was not obtained from a like vehicle and installed into customer vehicle
    - return the swapped module to source vehicle and obtain new replacement module
- Operate the system and determine if the observable symptom is still present.

If the PCM (powertrain control module) does not receive messages from other modules within a certain time frame the PCM (powertrain control module) sets a DTC (diagnostic trouble code) for lost communication.

### DTC Fault Trigger Conditions

| DTC (diagnostic trouble code)               | Description  | Fault Trigger Condition   |
|---|--|---|
| PCM (powertrain control module)<br>U0164:00 | Lost Communication With HVAC Control Module 'A': No Sub Type Information | The PCM (powertrain control module) sets this DTC (diagnostic trouble code) if data messages from the HVAC (heating, ventilation and air conditioning) control module through the GWM (gateway module A) are missing. |

### Possible Sources

- Communications network concern
- HVAC (heating, ventilation and air conditioning) control module
- GWM (gateway module A)
- PCM (powertrain control module)

### L1 VERIFY THE CUSTOMER CONCERN

- Ignition ON.
- Verify there is an observable symptom present.

#### Is an observable symptom present?

|            |                          |
|------------|--------------------------|
| <b>Yes</b> | GO to <a href="#">L2</a> |
|------------|--------------------------|

|           |  |
|-----------|--|
| <b>No</b> | The system is operating normally at this time. The DTC (diagnostic trouble code) may have been set due to high network traffic or an intermittent fault condition. |
|-----------|--|

### L2 CHECK THE COMMUNICATION NETWORK

- Using a diagnostic scan tool, perform a network test.

#### Did the HVAC (heating, ventilation and air conditioning) control module pass the network test?

|            |                          |
|------------|--------------------------|
| <b>Yes</b> | GO to <a href="#">L3</a> |
|------------|--------------------------|

|           |                          |
|-----------|--------------------------|
| <b>No</b> | GO to <a href="#">L6</a> |
|-----------|--------------------------|

## L6 RECHECK THE PCM (POWERTRAIN CONTROL MODULE) DIAGNOSTIC TROUBLE CODES (DTCs)

### NOTE

If new modules were installed prior to the DTC (diagnostic trouble code) being set, the module configuration may be incorrectly set during the PMI (programmable module installation) , or the PMI (programmable module installation) may not have been carried out.

- Using a diagnostic scan tool, clear the Diagnostic Trouble Codes (DTCs).
- Wait 10 seconds.
- Repeat the PCM (powertrain control module) self-test.

### Is DTC (diagnostic trouble code) U0164 still present?

|            |                          |
|------------|--------------------------|
| <b>Yes</b> | GO to <a href="#">L7</a> |
|------------|--------------------------|

|           |   |
|-----------|---|
| <b>No</b> | The system is operating correctly at this time. The DTC (diagnostic trouble code) may have been set due to high network traffic or an intermittent fault condition. |
|-----------|---|

## L7 CHECK FOR OTHER CAUSES OF COMMUNICATION NETWORK CONCERN

### NOTE

If new modules were installed prior to the DTC (diagnostic trouble code) being set, the module configuration can be incorrectly set during the PMI (programmable module installation) or the PMI (programmable module installation) may not have been carried out.

- CHECK the vehicle service history for recent service actions related to the HVAC (heating, ventilation and air conditioning) control module, GWM (gateway module A) or PCM (powertrain control module) .  
If recent service history is found:
  - verify correct replacement module was installed
    - HVBOM may be used to verify correct part fitment
  - verify the configuration of replacement module was correct
    - re-configure module using as-built data if prior configuration is suspect

- Ignition OFF.
- Disconnect and inspect the HVAC (heating, ventilation and air conditioning) control module connector(s).
- Repair:
  - corrosion (install new connector or terminals – clean module pins)
  - damaged or bent pins – install new terminals/pins
  - pushed-out pins – install new pins as necessary
- Reconnect the HVAC (heating, ventilation and air conditioning) control module connector(s). Make sure they seat and latch correctly.
- Operate the system and determine if the concern is still present.

**Is the concern still present?**

|            |   |
|------------|---|
| <b>Yes</b> | <p>CHECK OASIS (Online Automotive Service Information System) for any applicable service articles: TSB (Technical Service Bulletin) , GSB (General Service Bulletin) , SSM (special service message) or FSA (Field Service Action) . If a service article exists for this concern, DISCONTINUE this test and FOLLOW the service article instructions. If no service articles address this concern, INSTALL a new HVAC (heating, ventilation and air conditioning) control module.</p> <p>REFER to: <a href="#">Heating, Ventilation and Air Conditioning (HVAC) Control Module</a> (412-00 Climate Control System - General Information, Removal and Installation).</p> |
| <b>No</b>  | <p>The system is operating correctly at this time. The concern may have been caused by module connections. ADDRESS the root cause of any connector or pin issues.</p>   |

**PINPOINT TEST M : U0199**

**Normal Operation and Fault Conditions**

If the PCM (powertrain control module) does not receive messages from other modules within a certain time frame the PCM (powertrain control module) sets a DTC (diagnostic trouble code) for lost communication.

**DTC Fault Trigger Conditions**

| DTC (diagnostic trouble code)   | Description   | Fault Trigger Condition  |
|---------------------------------|---|--|
| PCM (powertrain control module) | Lost Communication With 'Door Control Module A': No | he PCM (powertrain control module) sets this DTC (diagnostic trouble code) if data messages from the |

|            |   |
|------------|---|
| <b>Yes</b> | REFER to: <a href="#">Locks, Latches and Entry Systems</a> (501-14 Handles, Locks, Latches and Entry Systems, Diagnosis and Testing). |
|------------|---|

|           |                          |
|-----------|--------------------------|
| <b>No</b> | GO to <a href="#">M4</a> |
|-----------|--------------------------|

#### **M4 CHECK THE GWM (GATEWAY MODULE A) DIAGNOSTIC TROUBLE CODES (DTCS)**

- Using a diagnostic scan tool, retrieve the GWM (gateway module A) Diagnostic Trouble Codes (DTCs).

#### **Are any Diagnostic Trouble Codes (DTCs) recorded?**

|            |   |
|------------|---|
| <b>Yes</b> | REFER to: <a href="#">Controller Area Network (CAN) Module Communications Network</a> (418-00A Controller Area Network (CAN) Module Communications Network, Diagnosis and Testing). |
|------------|---|

|           |                          |
|-----------|--------------------------|
| <b>No</b> | GO to <a href="#">M5</a> |
|-----------|--------------------------|

#### **M5 PERFORM THE PCM (POWERTRAIN CONTROL MODULE) SELF-TEST**

- Using a diagnostic scan tool, perform the PCM (powertrain control module) self-test.

#### **Are any non-network Diagnostic Trouble Codes (DTCs) present?**

|            |   |
|------------|---|
| <b>Yes</b> | REFER to PCM DTC Chart in this section. |
|------------|---|

|           |                          |
|-----------|--------------------------|
| <b>No</b> | GO to <a href="#">M6</a> |
|-----------|--------------------------|

#### **M6 RECHECK THE PCM (POWERTRAIN CONTROL MODULE) DIAGNOSTIC TROUBLE CODES (DTCS)**

#### **NOTE**

If new modules were installed prior to the DTC (diagnostic trouble code) being set, the module configuration may be incorrectly set during the PMI (programmable module installation) , or the PMI (programmable module installation) may not have been carried out.

- Using a diagnostic scan tool, clear the Diagnostic Trouble Codes (DTCs).

- Ignition OFF.
- Disconnect and inspect the DDM (driver door module) connector(s).
- Repair:
  - corrosion (install new connector or terminals – clean module pins)
  - damaged or bent pins – install new terminals/pins
  - pushed-out pins – install new pins as necessary
- Reconnect the DDM (driver door module) connector(s). Make sure they seat and latch correctly.
- Operate the system and determine if the concern is still present.

**Is the concern still present?**

|            |  |
|------------|--|
| <b>Yes</b> | <p>CHECK OASIS (Online Automotive Service Information System) for any applicable service articles: TSB (Technical Service Bulletin) , GSB (General Service Bulletin) , SSM (special service message) or FSA (Field Service Action) . If a service article exists for this concern, DISCONTINUE this test and FOLLOW the service article instructions. If no service articles address this concern, INSTALL a new DDM (driver door module) .</p> <p>REFER to: <a href="#">Driver Door Module (DDM)</a> (419-10 Multifunction Electronic Modules, Removal and Installation).</p> |
| <b>No</b>  | <p>The system is operating correctly at this time. The concern may have been caused by module connections. ADDRESS the root cause of any connector or pin issues.</p>  |

**PINPOINT TEST N : U0200**

**Normal Operation and Fault Conditions**

If the PCM (powertrain control module) does not receive messages from other modules within a certain time frame the PCM (powertrain control module) sets a DTC (diagnostic trouble code) for lost communication.

**DTC Fault Trigger Conditions**

| DTC (diagnostic trouble code)            | Description  | Fault Trigger Condition   |
|--|--|---|
| PCM (powertrain control module) U0200:00 | Lost Communication With 'Door Control Module B': No Sub Type Information | The PCM (powertrain control module) sets this DTC (diagnostic trouble code) if data messages from the PDM (passenger door module) through the GWM (gateway module A) are missing. |



|    |                          |
|----|--------------------------|
| No | GO to <a href="#">N4</a> |
|----|--------------------------|

#### N4 CHECK THE GWM (GATEWAY MODULE A) DIAGNOSTIC TROUBLE CODES (DTCS)

- Using a diagnostic scan tool, retrieve the GWM (gateway module A) Diagnostic Trouble Codes (DTCS).

##### Are any Diagnostic Trouble Codes (DTCS) recorded?

|     |   |
|-----|---|
| Yes | REFER to: <a href="#">Controller Area Network (CAN) Module Communications Network</a> (418-00A Controller Area Network (CAN) Module Communications Network, Diagnosis and Testing). |
|-----|---|

|    |                          |
|----|--------------------------|
| No | GO to <a href="#">N5</a> |
|----|--------------------------|

#### N5 PERFORM THE PCM (POWERTRAIN CONTROL MODULE) SELF-TEST

- Using a diagnostic scan tool, perform the PCM (powertrain control module) self-test.

##### Are any non-network Diagnostic Trouble Codes (DTCS) present?

|     |   |
|-----|---|
| Yes | REFER to PCM DTC Chart in this section. |
|-----|---|

|    |                          |
|----|--------------------------|
| No | GO to <a href="#">N6</a> |
|----|--------------------------|

#### N6 RECHECK THE PCM (POWERTRAIN CONTROL MODULE) DIAGNOSTIC TROUBLE CODES (DTCS)

##### NOTE

If new modules were installed prior to the DTC (diagnostic trouble code) being set, the module configuration may be incorrectly set during the PMI (programmable module installation) , or the PMI (programmable module installation) may not have been carried out.

- Using a diagnostic scan tool, clear the Diagnostic Trouble Codes (DTCS).
- Wait 10 seconds.
- Repeat the PCM (powertrain control module) self-test.

##### Is DTC (diagnostic trouble code) U0200 still present?

- Repair:
  - corrosion (install new connector or terminals – clean module pins)
  - damaged or bent pins – install new terminals/pins
  - pushed-out pins – install new pins as necessary
- Reconnect the PDM (passenger door module) connector(s). Make sure they seat and latch correctly.
- Operate the system and determine if the concern is still present.

**Is the concern still present?**

|            |  |
|------------|--|
| <b>Yes</b> | <p>CHECK OASIS (Online Automotive Service Information System) for any applicable service articles: TSB (Technical Service Bulletin) , GSB (General Service Bulletin) , SSM (special service message) or FSA (Field Service Action) . If a service article exists for this concern, DISCONTINUE this test and FOLLOW the service article instructions. If no service articles address this concern, INSTALL a new PDM (passenger door module) .</p> <p>REFER to: <a href="#">Passenger Door Module (PDM)</a> (419-10 Multifunction Electronic Modules, Removal and Installation).</p> |
| <b>No</b>  | <p>The system is operating correctly at this time. The concern may have been caused by module connections. ADDRESS the root cause of any connector or pin issues.</p>  |

**PINPOINT TEST O : U023A**

**Normal Operation and Fault Conditions**

If the PCM (powertrain control module) does not receive messages from other modules within a certain time frame the PCM (powertrain control module) sets a DTC (diagnostic trouble code) for lost communication.

**DTC Fault Trigger Conditions**

| DTC (diagnostic trouble code)               | Description   | Fault Trigger Condition  |
|---|---|--|
| PCM (powertrain control module)<br>U023A:00 | Lost Communication With Image Processing Module A:<br>No Sub Type Information | The PCM (powertrain control module) sets this DTC (diagnostic trouble code) if data messages from the IPMA (image processing module A) through the GWM (gateway module A) are missing. |

**Possible Sources**