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April 4, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 19N01**

Certain 2011 - 2013 Model Year F-150 and 2012- 2013 Model Year Expedition/Navigator Vehicles Equipped With A 6R80 Transmission
 Transmission Molded Leadframe Extended Coverage

REF : **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S07**

Certain 2011 - 2013 Model Year F-150 Vehicles Equipped With A 6R80 Transmission
 6R80 Sudden Transmission Downshift - Powertrain Control Module Reprogramming

REF : **Customer Satisfaction Program 19B05**

Certain 2012 - 2013 Model Year Expedition/Navigator Vehicles Equipped With A 6R80 Transmission
 Sudden Transmission Downshift - Powertrain Control Module Reprogramming

PROGRAM TERMS

This program extends the warranty coverage of the automatic transmission molded leadframe to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

If a vehicle has already exceeded either the time or the mileage limits, this extended warranty coverage will last through October 31, 2019.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2011-2013	Dearborn	April 28, 2010 through October 28, 2013
		Kansas City	May 18, 2010 through November 18, 2013
Expedition/Navigator	2012-2013	Kentucky Truck	April 11, 2011 through August 19, 2013

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

In some of the affected vehicles, an output shaft speed (OSS) sensor failure may result in an illuminated malfunction indicator light (MIL) and/or wrench light in the instrument cluster with diagnostic trouble codes (DTCs) P0720, P0722, P0731 and/or P1500 stored in the powertrain control module (PCM).

SERVICE ACTION

FSA 19S07 or 19B05, a PCM software update, should be performed and/or closed before proceeding:

- 19S07 - Certain 2011 - 2013 Model Year F-150 Vehicles Equipped With A 6R80 Transmission
- 19B05 - Certain 2012 - 2013 Model Year Expedition/Navigator Vehicles Equipped With A 6R80 Transmission

If an affected vehicle exhibits an illuminated malfunction indicator light (MIL) and/or wrench light in the instrument cluster with diagnostic trouble codes (DTCs) P0720, P0722, P0731 and/or P1500 stored in the PCM, dealers are to replace the molded leadframe.

This service must be performed at no charge to the vehicle owner.

NOTE: If an affected vehicle has other transmission-related concerns and DTCs P0720, P0722, P0731 and/or P1500 are not stored in the PCM, this program does not apply; follow standard workshop manual (WSM) diagnostics.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of May 6, 2019. Dealers should repair any affected vehicles that have that one or more of the DTCs listed, and/or if the vehicle exhibits an unintended downshift into first gear event, whether or not the customer has received a letter.

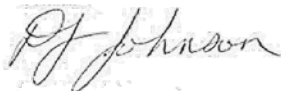
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

Customer Satisfaction Program 19N01

Certain 2011 - 2013 Model Year F-150 and 2012- 2013 Model Year Expedition, Navigator Vehicles
Equipped With A 6R80 Transmission
Transmission Molded Leadframe Extended Coverage

OASIS ACTIVATION

OASIS will be activated on April 4, 2019.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Vehicles with cancelled warranties are not eligible for this service action.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires November 30, 2019.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with 6R80 molded leadframe replacement, with DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM, and present in an IDS session file
- If an affected vehicle has transmission-related concerns and DTCs P0720, P0722, P0731 and/or P1500 are not stored in the PCM, 19N01 does not apply and a refund will not be approved; follow standard workshop manual (WSM) diagnostics.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

Customer Satisfaction Program 19N01

Certain 2011 - 2013 Model Year F-150 and 2012- 2013 Model Year Expedition, Navigator Vehicles
Equipped With A 6R80 Transmission
Transmission Molded Leadframe Extended Coverage

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the Related Damage radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, dealers are pre-approved to claim up to \$50.00 in related damage.
 - For claims exceeding the pre-approved amount, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.
 - If an affected vehicle has transmission-related concerns and DTCs P0720, P0722, P0731 and/or P1500 are not stored in the PCM, 19N01 does not apply; follow standard workshop manual (WSM) diagnostics. Dealers may be requested to upload IDS session files with existing DTCs and PCM part number before SSSC approval is provided for claims more than \$50.00 in related damage.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (19N01) is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.
IMPORTANT: Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.

- Program Code: 19N01	- Misc. Expense: ADMIN
- Misc. Expense: REFUND	- Misc. Expense: 0.2 Hrs.

 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- Provision for Misc. Expense: MERCON® LV Automatic Transmission Fluid, Transmission Filter, and Transmission Pan Gasket as needed.
 - Program Code: 19N01
 - Misc. Expense: OTHER
 - Amount: Actual cost up to \$230.00

Coverage Customer Satisfaction Program 19N01
 Certain 2011 - 2013 Model Year F-150 and 2012- 2013 Model Year Expedition, Navigator Vehicles
 Equipped With A 6R80 Transmission
 Transmission Molded Leadframe Extended Coverage

LABOR ALLOWANCES

Vehicles	Description	Labor Operation	Labor Time
F-150	Check for DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM and if present replace the molded leadframe	19N01B	2.2 Hours
Expedition/Navigator	Check for DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM and if present replace the molded leadframe	19N01C	2.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Vehicle Line	Description	Order Quantity	Quantity Needed
AL3Z-7G276-D	All	Molded Leadframe	1	1
XT-10-QLVC, XT-10-5Q3LV, XT-10-DLV, XT-10-6GLV	All	MERCON® LV Automatic Transmission Fluid	As Needed	Claim as Misc. Other

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2011-2013 MODEL YEAR F-150 AND 2012-2013 MODEL YEAR EXPEDITION/NAVIGATOR VEHICLES EQUIPPED WITH A 6R80 TRANSMISSION — TRANSMISSION MOLDED LEADFRAME EXTENDED COVERAGE

OVERVIEW

In some of the affected vehicles, an output shaft speed (OSS) sensor failure may result in an illuminated malfunction indicator light (MIL) and/or wrench light in the instrument cluster with diagnostic trouble codes (DTC's) P0720, P0722, P0731 and/or P1500 stored in the powertrain control module (PCM). FSA 19S07 or 19B05, a PCM software update, should be performed and/or closed before proceeding:

- 19S07 - Certain 2011 - 2013 Model Year F-150 Vehicles Equipped With A 6R80 Transmission
- 19B05 - Certain 2012 - 2013 Model Year Expedition/Navigator Vehicles Equipped With A 6R80 Transmission

If an affected vehicle exhibits an illuminated malfunction indicator light (MIL) and/or wrench light in the instrument cluster with diagnostic trouble codes (DTC's) P0720, P0722, P0731 and/or P1500 stored in the PCM, dealers are to replace the molded leadframe. This service must be performed at no charge to the vehicle owner.

NOTE: If an affected vehicle has other transmission-related concerns and DTC's P0720, P0722, P0731 and/or P1500 are not stored in the PCM, this program does not apply; follow standard workshop manual (WSM) diagnostics.

SERVICE PROCEDURE

Recommended Tool List:

General Tools	General Equipment
1/4" Drive Ratchet (Hand and Power Tool)	Drain Pan
1/4" Drive 3 Inch Extension	Petroleum Jelly
1/4" Drive Standard Swivel Socket 8mm	IDS/VCM
1/4" Drive Deep Socket 8mm	
1/4" Drive 27 TORX® and TORX Plus® Sockets	
1/4" Torque Wrench	
3/8" Drive Ratchet (Hand and Power Tool)	Special Tools
3/8" Drive 19mm Crows Foot	307-717 - Kostal Sleeve Remover
3/8" Drive Flex Head Torque Wrench	307-570 - Transmission Fluid Fill Tube
19mm Wrench	307-D465 - Fluid Evacuator/Injector
Rubber Tipped Air Nozzle	416-D002 - Vacuum Pump Kit



1. Are either of the following statements true?

- The MIL and/or Wrench Light is illuminated in the instrument cluster with DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM.
- The customer reports an intermittent unintended downshift into first gear.
NO – This program does not apply.
YES – Replace the molded leadframe. Proceed to Step 2.

NOTE: Do not proceed with this procedure until parts are ordered and received. This will prevent excessive transmission fluid loss while the main control assembly is removed.

NOTE: The component being removed in step 2 will be referred to as a main control, main control valve body or a mechatronic assembly in the Workshop Manual (WSM).

2. Remove the main control assembly. Please follow the WSM procedures in Section 307-01, In-Vehicle Repair.

3. Remove the six long bolts from the molded leadframe. See Figure 1.

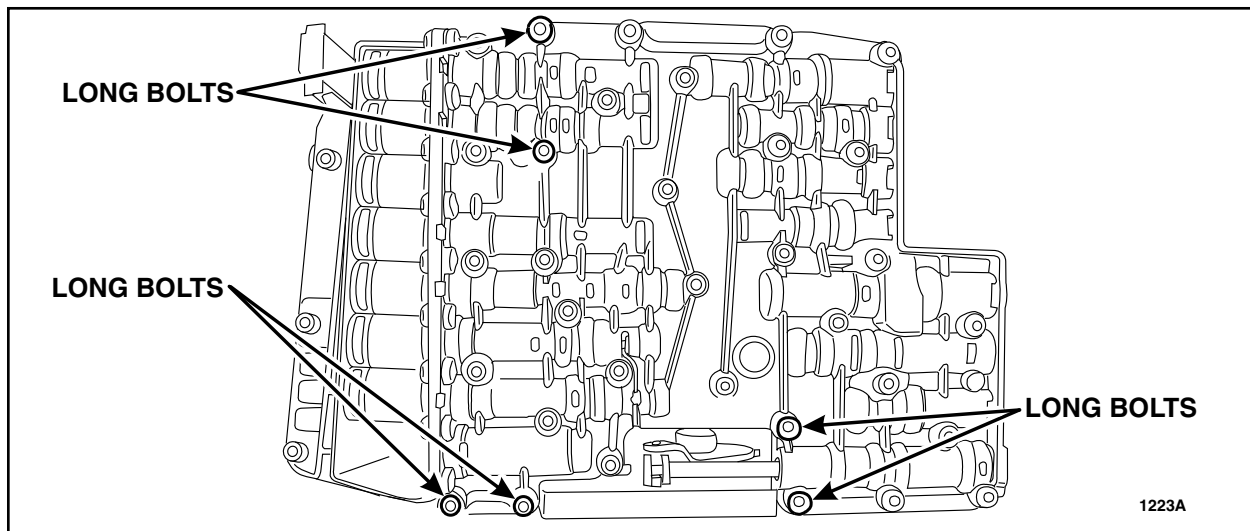


FIGURE 1



4. Carefully separate the molded leadframe from the main control assembly. See Figure 2.

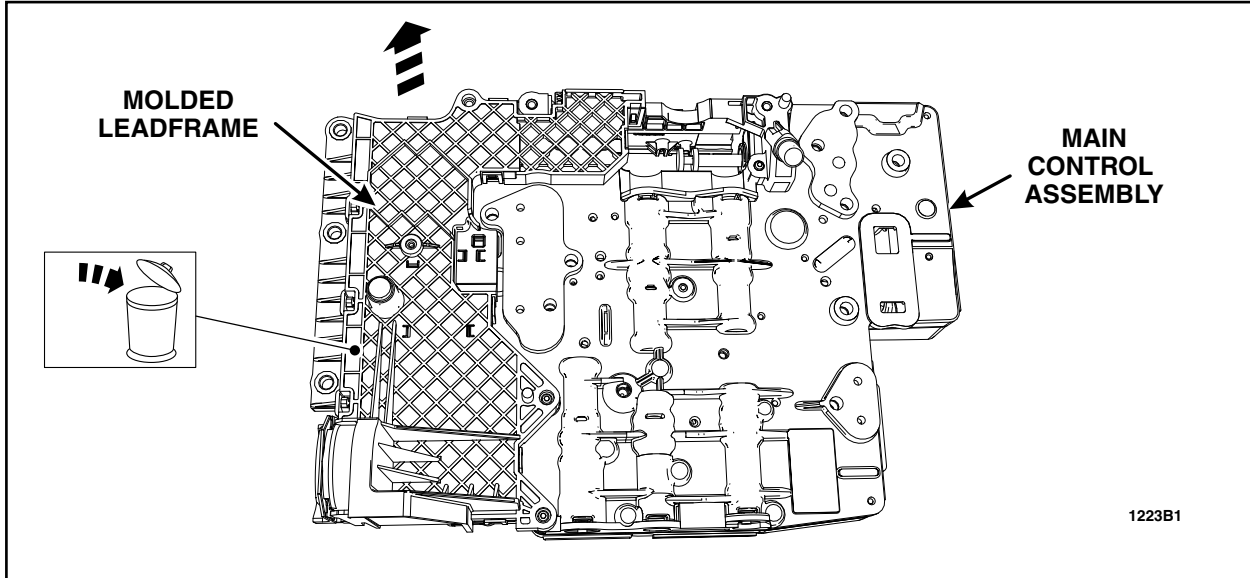


FIGURE 2

5. Install the *new* molded leadframe on the main control assembly. See Figure 3.

NOTE: The transmission range (TR) sensor pin must be aligned with the manual control valve during installation.

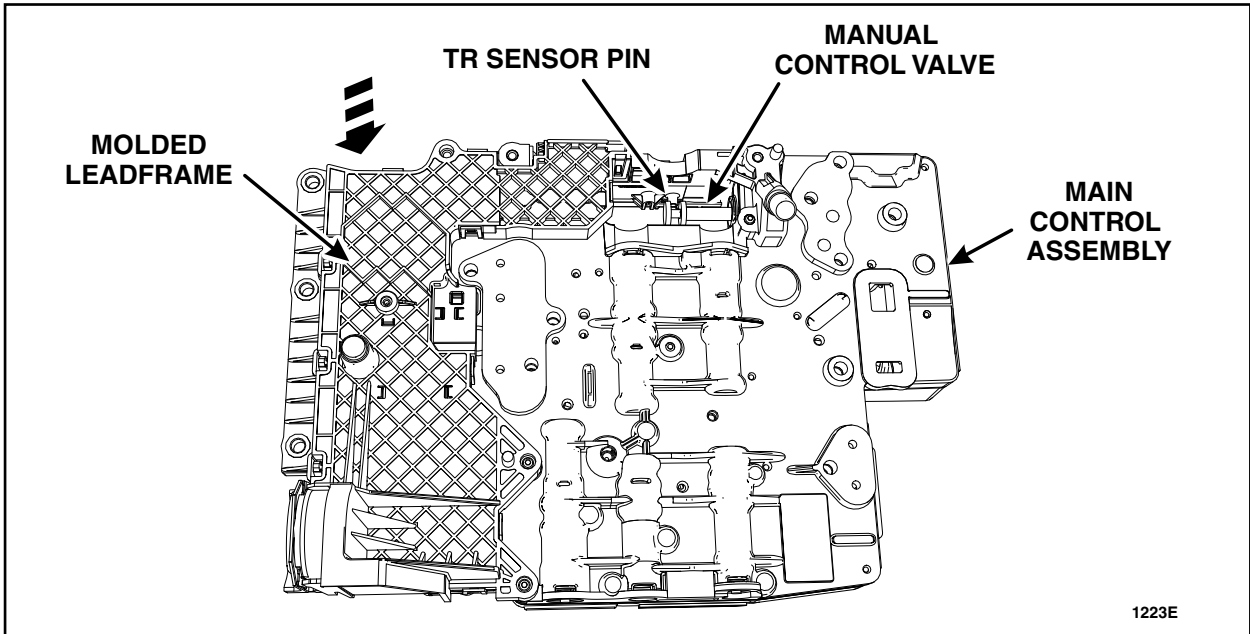


FIGURE 3



6. Install the six long bolts to the *new* molded leadframe. See Figure 4.

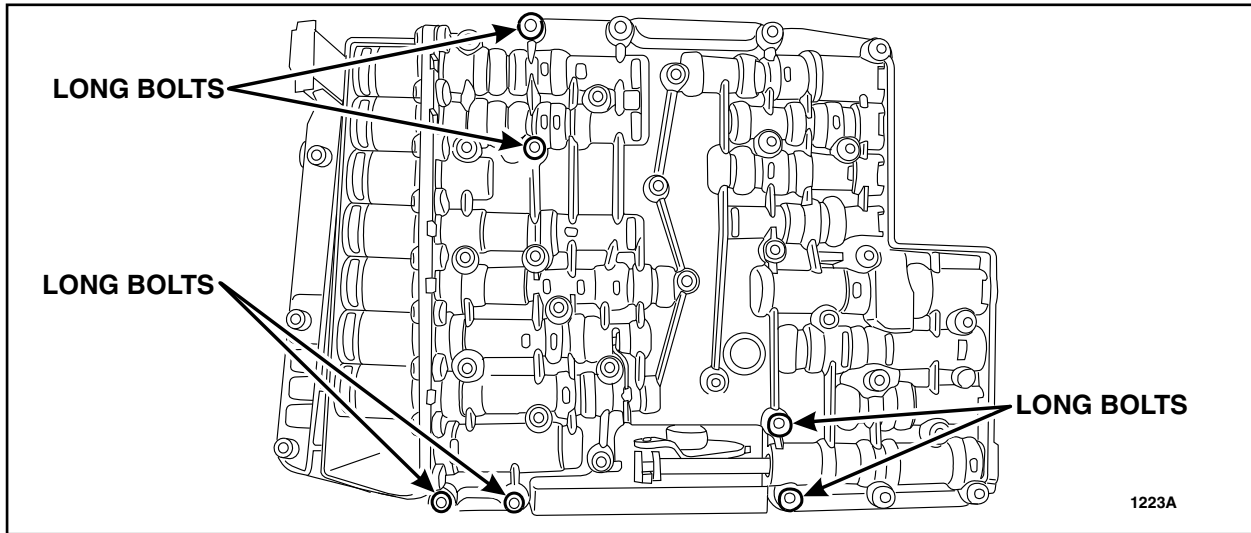


FIGURE 4

7. Tighten the long bolts to 53 lb.in (6 Nm) in the sequence shown. See Figure 5.

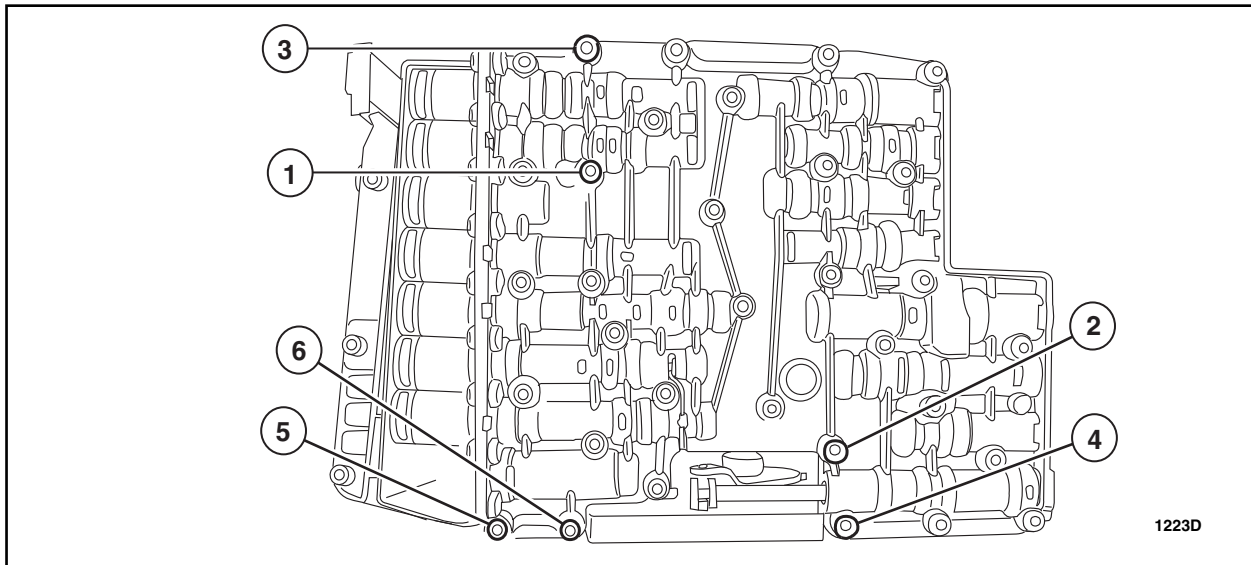


FIGURE 5

8. Install the main control assembly and reassemble the vehicle. Please follow the WSM procedures in Section 307-01, In-Vehicle Repair.

