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Ford Motor Company
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August 14, 2019

TO: All U.S. Ford and Lincoln Dealers
SUBJECT: **Customer Satisfaction Program 19N08**
Certain 2014 through 2015 Model Year Fiesta and 2014 through 2016 Model Year Focus Vehicles Equipped with a DPS6 Automatic Transmission
Transmission Clutch Shudder / Transmission Clutch Warranty Extension

PROGRAM TERMS

This program extends the warranty coverage of the DPS6 transmission clutch to seven (7) years of service or 100,000 miles from the warranty start date of the vehicle, whichever occurs first.

This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Powertrain Warranty. This is a one-time repair program. Coverage is automatically transferred to subsequent owners.

If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through February 10, 2020.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2014-2015	Cuautitlan	July 9, 2013 through October 15, 2014
Focus	2014-2016	Michigan	July 9, 2013 through November 5, 2015

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

Affected vehicles were manufactured using clutches that may exhibit intermittent transmission clutch judder or shudder on light acceleration from a stop or during shift events.

SERVICE ACTION

If an affected vehicle exhibits this condition and is beyond New Vehicle Limited Warranty Powertrain coverage, dealers are to diagnose the clutch per the technical instructions in Attachment III, and replace it with revised clutch material that reduces intermittent transmission clutch judder or shudder. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of September 2, 2019. Dealers should repair any affected vehicles that exhibit clutch judder or shudder and meet the diagnostic requirements contained in Attachment III, whether or not the customer has received a letter.

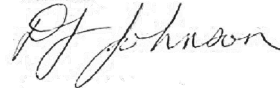
ATTACHMENTS

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

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,

A handwritten signature in cursive script that reads "D. Johnson".

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on August 14, 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 February 28, 2020.
- 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 transmission clutch judder or shudder.

RENTAL VEHICLES

- Dealers are pre-approved for one day for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the SSSC via the SSSC Web Contact Site.

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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 outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Program Terms:** This program extends the coverage on the clutch from the end of New Vehicle Limited Powertrain Warranty (five (5) years / 60,000 miles) to seven (7) years / 100,000 miles. Repairs within New Vehicle Limited Powertrain Warranty should be claimed within the terms of the warranty.
- **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 19N08 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.

- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 19N08
 - 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.

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LABOR ALLOWANCES

Description	Labor Operation	Vehicle Application	Labor Time
Labor to be claimed at initial diagnosis			
Perform pinpoint test per WSM procedure and perform TCM adaptive learn – Clutch shudder within expected limits (Do not use with any other labor operations)	19N08A	All	0.6 Hours
Perform pinpoint test per WSM procedure – Clutch shudder outside expected limits	19N08B	All	0.6 Hours
Labor to be claimed during repairs			
Replace clutch. Includes reprogramming the PCM/TCM, TCM adaptive learning and post road test	19N08C	2014-2015 Fiesta	4.7 Hours
		2014-2016 Focus	5.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
Fiesta			
FA6Z-7B546-A	Dual clutch assembly kit	1	1
EV6Z-7052-D	Hardware kit	1	1
AE8Z-7007-A	Engine to transaxle separator plate (if needed) –1.6L engines	1	1
Focus			
F1FZ-7B546-B	Dual clutch assembly kit	1	1
EV6Z-7052-C	Hardware kit	1	1

Other Supplies – NOTE: Not all parts will be required for all models

Part Number	Motorcraft and Other Supplies	Order Quantity
XT-11-QDC	Motorcraft® dual clutch transmission fluid	Up to 1 quart
PM-4-A	Motorcraft® metal brake parts cleaner	1 can
BE8Z-6731-AB	Motorcraft® oil filter FL-910-S (Focus only)	1
1S7Z-6840-AA	Oil filter adapter gasket (Focus only)	1

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Other Supplies – NOTE: Not all parts will be required for all models (Continued)

BE8Z-6L621-A	Oil cooler assembly seal (Fiesta, if needed due to damage)	1
XO-5W20-QSP	Motorcraft® 5W20 premium synthetic blend motor oil (Focus)	Up to 1 quart
XL-2	Motorcraft® high temperature nickel anti-seize lubricant	As needed
F1FZ-7H183-A	Differential seal plugs (1 package of 2 seal plugs, can be used for multiple repairs)	As needed

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 2014 THROUGH 2015 MODEL YEAR FIESTA AND 2014 THROUGH 2016 MODEL YEAR FOCUS VEHICLES EQUIPPED WITH A DPS6 AUTOMATIC TRANSMISSION — TRANSMISSION CLUTCH SHUDDER / TRANSMISSION CLUTCH WARRANTY EXTENSION

OVERVIEW

Affected vehicles were manufactured using clutches that may exhibit intermittent transmission clutch judder or shudder on light acceleration from a stop or during shift events.

If an affected vehicle exhibits this condition and is beyond New Vehicle Limited Warranty Powertrain coverage, dealers are to diagnose the clutch per the technical instructions in Attachment III, and replace it with revised clutch material that reduces intermittent transmission clutch judder or shudder.

SERVICE PROCEDURE

NOTE: For this recall please refer to Workshop Manual (WSM), Section 307-01. When referred to the WSM – All steps listed in the WSM must be performed.

NOTE: Performing the service routines will clear adaptive strategy. Failure to perform all steps of the IDS routines may result in erratic shifts and driveability concerns.

1. Using IDS follow the WSM Diagnosis and Testing, Diagnosis by Symptom, Pinpoint Test A - Clutch Shudder on Acceleration to diagnose shudder.

- For clutch replacement, upload IDS datalogger session data and record the repair validation code (RVC) generated by the IDS during testing. This code will be needed when submitting the claim for the repair.

2. If the clutch is replaced, use IDS to reprogram the powertrain control module (PCM)/transmission control module (TCM) to the latest calibration using IDS release 114.04 or higher.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

NOTE: Transmission differential seal plugs are now released and should be installed during transmission removal and while performing bench repairs to reduce/eliminate the loss of transmission fluid.



Important Information for Module Programming

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all diagnostic trouble codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

NOTE: Performing the service routines will clear adaptive strategy. Failure to perform all steps of the IDS routines may result in erratic shifts and driveability concerns.

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect vehicle communication module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module: **NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS that was used when the programming error occurred during module reprogramming (MR) or programmable module installation (PMI).
- b. Disconnect the VCM from the data link connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the ORIGINAL vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the "Recycle Bin" icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. Near the end of programming, the IDS prompts you to select certain parameters. It is important to make a selection for ALL parameters listed. If the correct selection is already highlighted, you must still choose that selection before clicking the "Tick" mark to complete the configuration.
- i. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.

