



David J. Johnson  
 Director  
 Service Engineering Operations  
 Ford Customer Service Division

Ford Motor Company  
 P. O. Box 1904  
 Dearborn, Michigan 48121

August 26, 2019

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Customer Satisfaction Program 19N07 - Supplement #1**  
 Certain 2011 through 2015 Model Year Fiesta and 2012 through 2014 Model Year Focus Vehicles Equipped with a DPS6 Automatic Transmission Transmission Control Module Service Warranty Coverage

**REF :** **Customer Satisfaction Program 15B22**  
 Published August 14, 2019

**New! REASON FOR THIS SUPPLEMENT**

- *Owner Refunds: Refund eligibility has been clarified.*

**PROGRAM TERMS**

This program offers service warranty coverage of the transmission control module (TCM) for six (6) months from the RO date of TCM reflash under Customer Satisfaction Program 15B22.

This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty, Emissions Warranty, or Customer Satisfaction Program 14M02. This is a one-time repair program. Coverage is automatically transferred to subsequent owners.

**VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2011-2015	Cuautitlan	November 3, 2009 through October 15, 2014
Focus	2012-2014	Michigan	August 1, 2010 through October 26, 2014

Affected vehicles are identified in OASIS.

**REASON FOR PROVIDING SERVICE WARRANTY COVERAGE**

Some vehicles that are reprogrammed under Customer Satisfaction Program 15B22 may soon thereafter alert the driver of a fault in the TCM. Notification may not occur immediately after the TCM is reprogrammed because the fault may be intermittent. This program provides coverage to replace the TCM for six (6) months from the RO open date of TCM reflash under Customer Satisfaction Program 15B22 if the following conditions are met:

- The vehicle is no longer covered under New Vehicle Limited Warranty, Emissions Warranty, or Customer Satisfaction Program 14M02.
- The repair meets the criteria contained in Attachment III.

**SERVICE ACTION**

If an affected vehicle exhibits this condition and is within the terms of this program, dealers are to replace the TCM. 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 require TCM replacement consistent with Attachment III and qualify for repairs within the terms of this program, whether or not the customer has received a letter.

## **New! 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,



David J. Johnson

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**OASIS ACTIVATION**

OASIS was 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**

Title branded, salvaged vehicles and vehicles with cancelled warranty coverage are eligible for this program unless emission coverage is explicitly cancelled, as indicated by one of the following OASIS Warranty Cancellation Messages only:

- SCRAPPED UNIT – ALL WARRANTY CANCELLED – TOTAL INCLUDING EMISSIONS
- ALL WARRANTY CANCELLED INCLUDING EMISSIONS

**New! 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 August 31, 2020. *To qualify for a refund, the owner must have paid to replace their vehicle's TCM within six (6) months of a prior service that included a TCM software update.*
- 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 replacing the TCM.

**RENTAL VEHICLES**

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

**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.

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**CLAIMS PREPARATION AND SUBMISSION**

- **Program Terms:** This program provides coverage to replace the TCM for six (6) months from the RO open date of TCM reflash under Customer Satisfaction Program 15B22 if the following conditions are met:
  - The vehicle is no longer covered under New Vehicle Limited Warranty, Emissions Warranty, or Customer Satisfaction Program 14M02.
  - The repair meets the criteria contained in Attachment III.

**NOTE:** All claims will be subject to manual review and chargeback if they do not fall within the terms of this service coverage program.
- **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 19N07 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: 19N07
  - 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	Labor Time
All vehicles – retrieve DTCs only; TCM replacement not required	19N07A	0.3 Hours
Focus Models - Replace Transmission Control Module (includes time to retrieve DTCs)	19N07B	1.0 Hours
Fiesta Models - Replace Transmission Control Module (includes time to retrieve DTCs)	19N07C	1.1 Hours
M-Time for additional diagnosis of Powertrain DTCs P0805, P087A, P090B, P090C, P0901, P0902, P2831, P2832, P2835, P2836, P2837, P285C, P285D, P285E, P2861 or P2862, <u>only where the TCM is the causal part</u> (may only be claimed with either 19N07B or 19N07C)	MT19N07D	Up to 2.0 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
AE8Z-7Z369-F	TCM (includes 2 new O-ring seals)	1	1

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.