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 Ford Customer Service Division

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

September 2, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 15B22 – Supplement #4**
 Certain 2011 through 2015 Model Year Fiesta and 2012 through 2014 Model Year Focus Vehicles Equipped with a DPS6 Automatic Transmission Transmission Control Module Reprogramming for Overt TCM Failure Warning

REF: **Customer Satisfaction Program 19N07**
 Certain 2011 through 2015 Model Year Fiesta and 2012 through 2014 Model Year Focus Vehicles Equipped with a DPS6 Automatic Transmission Transmission Control Module Extended Warranty Coverage

New! REASON FOR THIS SUPPLEMENT

Program Terms: The program terms have been extended.

Automatic Closure: In addition to FSA 14M02 and TSB 16-0129, FSA 18S32 has been added to the list of overlapping repairs with 15B22. FSA 15B22 will be closed automatically when 18S32 is claimed.

New! PROGRAM TERMS

This program will be in effect for 10 years from the warranty start date of the vehicle or 150,000 miles, whichever occurs first. If a vehicle has already exceeded either the time or mileage limits, this repair can be performed and claimed through September 2, 2021.

New! AFFECTED VEHICLES

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.

New! AFFECTED VEHICLES (Continued)

NOTE: Some vehicles covered by 15B22 may also be eligible for coverage by 14M01 (DPS6 Transmission Clutch Shudder / Transmission Input Shaft Seal Warranty Extension) and /or 14M02 (Transmission Control Module Extended Warranty Coverage). Always consult OASIS to determine repairs and coverage that may apply.

NOTE: The following Field Service Actions and Technical Service Bulletins include reprogramming the TCM/PCM and clutch adaptive learn strategy updates that are performed in this FSA:

- FSA 14M02
- **FSA 18S32**
- TSB 16-0129

Therefore, it is not necessary to perform 15B22 separately, and 15B22 will be closed automatically when repairs for these programs are performed.

REASON FOR THIS PROGRAM

This customer satisfaction program updates the TCM software in affected vehicles to provide improved detection and overt warning of electrical circuit failures in the TCM.

As communicated in a previous Customer Satisfaction Program (14M02), electrical circuit failures within the TCM may develop and result in intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power. Updating the TCM software will help ensure the vehicle operator is alerted to potential issues with the TCM prior to failure.

SERVICE ACTION

Dealers are to reprogram the TCM using IDS release 114.04 or higher. This service must be performed on all affected vehicles at no charge to the vehicle owner.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles included in this program extension will be notified the week of *September 21, 2020*. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

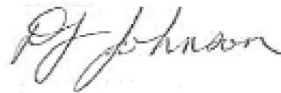
ATTACHMENTS

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 15B22 – Supplement #4
Certain 2011 through 2015 Model Year Fiesta and 2012 through 2014 Model Year Focus
Vehicles Equipped with a DPS6 Automatic Transmission
Transmission Control Module Reprogramming for Overt TCM Failure Warning

OASIS ACTIVATION

OASIS was originally activated on August 16, 2015. OASIS was reactivated for vehicles in the program extension on August 14, 2019.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were originally available through <https://web.fsavinlists.dealerconnection.com> by August 17, 2015. FSA VIN Lists were reactivated for vehicles in the program extension on August 14, 2019. Owner names and addresses were made available after all owner letters were mailed.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

STOCK VEHICLES

Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

ADDITIONAL LABOR TIME AND/OR PARTS

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

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

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

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Transmission Control Module Reprogramming for Overt TCM Failure Warning

New! CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
 - DWE: refer to ACESII manual for claims preparation and submission information.
 - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (15B22) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- PROGRAM TERMS: *This program will be in effect for 10 years from the warranty start date of the vehicle or 150,000 miles, whichever occurs first. If a vehicle has already exceeded either the time or mileage limits, this program can be claimed through September 2, 2021.*
- NOTE: The following Field Service Action and Technical Service Bulletin include reprogramming the TCM/PCM and clutch adaptive learn strategy updates that are performed in this FSA:
 - FSA 14M02
 - *FSA 18S32*
 - TSB 16-0129

Therefore, it is not necessary to perform 15B22 separately, and 15B22 should not be claimed, when repairs for these programs are performed.

Customer Satisfaction Program 15B22 – Supplement #4

Certain 2011 through 2015 Model Year Fiesta and 2012 through 2014 Model Year Focus
Vehicles Equipped with a DPS6 Automatic Transmission
Transmission Control Module Reprogramming for Overt TCM Failure Warning

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram PCM/TCM and perform Clutch Adaptive Learn Procedure. NOTE: Cannot be claimed when labor operations for any of the following programs are claimed: <ul style="list-style-type: none"> • FSA 14M02 • <i>FSA 18S32</i> • TSB 16-0129 Claims against any of the above programs will automatically close 15B22.	15B22B	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.



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

September 2020

Customer Satisfaction Programs 15B22 and 19N07

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?

We are pleased to announce that availability of Software Update Program 15B22 for your vehicle has been extended through 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. If your vehicle has already exceeded either time or mileage limits, this software update program will last through September 2, 2021.

Additionally, for your peace of mind, Ford Motor Company is providing service warranty coverage on your vehicle's transmission control module (TCM) for six (6) months from the date that the software is updated. TCM service coverage is included under Customer Satisfaction Program 19N07.

On your vehicle with the VIN shown above, the TCM may experience electrical circuit failures causing intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power.

What is the effect?

If this condition is present and the transmission control module has not been updated with the latest software, these symptoms may become progressively worse and your vehicle may not provide a visual warning of the failure.

What will Ford and your dealer do?

For your peace of mind, Ford Motor Company has developed new software that will alert the driver of a possible TCM circuit failure before symptoms progress. Ford Motor Company has authorized any Ford/Lincoln dealer to update the software in your TCM free of charge (parts and labor).

This Software Update Program will be in effect until September 2, 2021 regardless of mileage. Coverage is automatically transferred to subsequent owners.

If your vehicle exhibits symptoms consistent with a TCM circuit failure within six (6) months from the 15B22 software update, and the TCM is no longer covered under warranty or Customer Satisfaction Program 14M02, Ford Motor Company has authorized any Ford/Lincoln dealer to replace your TCM free of charge (parts and labor). This is a one-time repair program.

How long will it take?	The time needed to install the updated software in your vehicle is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Your vehicle may also require diagnosis to determine if the TCM has failed and parts need to be ordered.
What will the improved software do?	The improved software will continuously monitor the TCM and provide advance notification, resulting in a “Check Engine” light if the TCM isn’t operating properly. This improved fault detection and overt warning will help ensure the vehicle operator is alerted to potential issues with the TCM.
What won’t the software update do?	The new TCM software update will not change the normal shift characteristics of your vehicle’s transmission and will not have an effect on fuel economy.
What should you do?	<p>Please call your dealer without delay and request a service date for Software Update Program 15B22. Provide the dealer with the VIN of your vehicle, which is near the beginning of this letter.</p> <p><u>Please also keep this letter as a reminder of the service warranty coverage for your vehicle’s TCM under Customer Satisfaction Program 19N07.</u> If the TCM requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment.</p> <p>If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.</p> <p>NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.</p>
Have you previously paid for this repair?	If you paid to have your vehicle’s TCM replaced within six (6) months of a prior service that included a TCM software update, you may be eligible for a refund under the terms of 19N07. Refunds will only be provided for service related to TCM replacement. To verify eligibility and <u>expedite reimbursement</u> , give your paid original receipt to your dealer before September 2, 2021 . To avoid delays, do not send receipts to Ford Motor Company.
What if you no longer own this vehicle?	<p>If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.</p> <p>You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.</p>

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. **RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division

CERTAIN 2011 THROUGH 2015 MODEL YEAR FIESTA AND 2012 THROUGH 2014 FOCUS VEHICLES EQUIPPED WITH A DPS6 AUTOMATIC TRANSMISSION — TRANSMISSION CONTROL MODULE REPROGRAMMING FOR OVERT TCM FAILURE WARNING

OVERVIEW

This customer satisfaction program updates the transmission control module (TCM) software in affected vehicles to provide improved detection and overt warning of electrical circuit failures in the TCM. Electrical circuit failures within the TCM may develop and result in intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power. Updating the TCM software will help ensure the vehicle operator is alerted to potential issues with the TCM prior to failure.

Before delivering any of the vehicles involved in this program, dealers are to reprogram the TCM using IDS release 114.04 or higher.

NEW ! NOTE: The following Field Service Action and Technical Service Bulletin include reprogramming the TCM/powertrain control module (PCM) and clutch adaptive learn strategy updates that are performed in this FSA:

- FSA 14M02
- TSB 16-0129
- *FSA 18S32*

Therefore, it is not necessary to perform 15B22 separately, and 15B22 should not be claimed, when repairs for these programs are performed.

SERVICE PROCEDURE

1. Reprogram the PCM/TCM to the latest calibration using IDS release 114.04 or later. Ignition **MUST** be cycled OFF for at least 15-30 seconds following completion of the reprogramming process. See "Module Reprogramming" on Page 2 for additional information.

NOTE: For 2.0L Focus models:

- Prior to running clutch adaptive learning but after PCM/TCM reprogramming, it may be necessary to Start the engine and hold at Wide Open Throttle (WOT) until the temperature gauge reads 1/2 up the gauge display. Once at the appropriate temperature range, Key OFF then Key ON and initiate the clutch adaptive learning routine.
- If there is difficulty completing (passing) clutch adaptive learning, it may be necessary to turn on the headlamps/high beams with blower on high with AC OFF to add load and smooth out the idle.

NOTE: It is important that consistent brake pedal pressure be maintained throughout the learn procedure.

NOTE: Do not turn the steering wheel during the learn procedure.



2. Perform TCM clutch adaptive learning procedure.
 - a. Run the engine until the instrument panel temperature gauge is reading between 1/3 and 1/2 of the normal range.
 - b. Turn off all electrical accessories including rear defrost, HVAC, etc.
 - c. Using the Ford approved diagnostic tool, navigate to the TCM Adaptive Learning sub menu.
 - d. Select Clutch.
 - e. Follow the instructions displayed on IDS.
3. After reprogramming and clutch adaptive learning are complete, check and adjust the vehicle clock as required.

Module Reprogramming

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.

1. Connect a battery charger to the 12V battery.
2. Reprogram the PCM 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.

3. Disconnect the battery charger from the 12V battery, once the reprogramming has completed.



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 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.

