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August 17, 2021

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

**SUBJECT:** **Customer Satisfaction Program 16N02 - Supplement #1**  
Certain 2011-2012 Model Year F-150 and 2012 Model Year Expedition, Navigator and Mustang Vehicles Equipped with a 6R80 Transmission  
Molded Leadframe Extended Coverage

**REF:** **DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S19**  
Certain 2011-2012 Model Year F-150 and 2012 Model Year Expedition, Navigator and Mustang Vehicles Equipped with a 6R80 Transmission  
Powertrain Control Module Reprogramming

**New! REASON FOR THIS SUPPLEMENT**

- Service Action – FSA 16S19 should be completed before proceeding with this program.
- Labor Allowances – A new labor operation code is provided for photo and IDS log file submission when ordering a molded leadframe.
- Parts Requirements – Photos and the IDS log file showing DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM are now required to place an order for the molded leadframe. A Customer Online Parts Inquiry System (COPIS) ticket (with vehicle off-road (VOR) flagged) is required when a part is backordered.
- Rental: Rental is available if parts are backordered and COPIS ticket (with VOR flagged) is attached.

**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 mileage limits, this extended warranty coverage ended on December 31, 2016.

Coverage is automatically transferred to subsequent owners.

**VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2011-2012	Dearborn	February 11, 2011 through September 8, 2012
		Kansas City	April 5, 2011 through June 13, 2012
Expedition	2012	Kentucky	August 26, 2011 through June 6, 2012
Navigator			August 26, 2011 through February 29, 2012
Mustang		Flat Rock	August 9, 2011 through February 24, 2012

Affected vehicles are identified in OASIS.

## **REASON FOR PROVIDING EXTENDED COVERAGE**

In some of the affected vehicles, an intermittent 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).

### **New! SERVICE ACTION**

*The PCM software update in FSA 16S19 must be completed and closed before proceeding:*

#### ***DEMONSTRATION / DELIVERY HOLD - Safety Recall 16S19***

*Certain 2011-2012 Model Year F-150 and 2012 Model Year Expedition, Navigator and Mustang Vehicles Equipped with a 6R80 Transmission  
Powertrain Control Module Reprogramming*

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 were mailed 3<sup>rd</sup> quarter 2016. Dealers should repair any affected vehicles that contain 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.

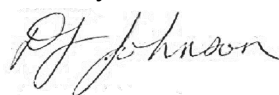
### **New! ATTACHMENTS**

*Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information*

## **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 June 16, 2016.

**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 expired December 31, 2016.
- 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. There is no expiration date for emergency repair refunds. 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 molded leadframe replacement.

**New! RENTAL VEHICLES**

*Dealers may request a rental vehicle when Ford parts are on back-order; prior approval is required from the SSSC via the SSSC Web Contact Site.*

- *A COPIS ticket (with VOR flagged) must be attached to the SSSC contact if the part is on back-order.*
- *Follow Extended Service Plan (ESP) guidelines for dollar amounts.*
- *If rental is approved by SSSC, a maximum of 10 days may be allowed, SSSC must be contacted for prior approval if additional days are required.*

**New! 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

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**New! ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS) (continued)**

- *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.*
  - *If an affected vehicle has transmission-related concerns and DTCs P0720, P0722, P0731 and/or P1500 are not stored in the PCM, 16N02 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.*

**New! CLAIMS PREPARATION AND SUBMISSION**

- **Note:** *All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.*
  - *Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 16N02 if vehicle is still within time and mileage limits.*
- **Claim Entry:** *Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.*
  - *When entering claims:*
    - *Claim type 31: Field Service Action. The FSA number 16N02 is the sub code.*
    - *Customer Concern Code (CCC): E31 – Check Engine Light*
    - *Condition Code (CC): 42 – Does Not Operate Properly*
    - *Causal Part Number: 7G276*
    - *Part Quantity: 0*
  - *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: 16N02
  - 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.*
  - *Refund offers expired December 31, 2016.*

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**New! LABOR ALLOWANCES**

<b>Vehicles</b>	<b>Description</b>	<b>Labor Operation</b>	<b>Labor Time</b>
Mustang	Check for DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM and if present replace the molded leadframe	16N02C	2.2 Hours
<i>F-150</i>	<i>Check for DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM and if present replace the molded leadframe</i>	<i>16N02D</i>	<i>2.2 Hours</i>
<i>Expedition/Navigator</i>	<i>Check for DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM and if present replace the molded leadframe</i>	<i>16N02E</i>	<i>2.2 Hours</i>
<i>All</i>	<i>Contact SSSC, Attach IDS Log File (in PDF file format) and required photos to Part Order Contact Must be claimed with either 16N02C, 16N01D, or 16N02E and SSSC contact must contain the following:</i> <ol style="list-style-type: none"><li><i>1. IDS log file in PDF file format</i></li><li><i>2. Photo of vehicle mileage</i></li></ol>	<i>16N02ZZ</i>	<i>0.2 Hours</i>

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**New! PARTS REQUIREMENTS / ORDERING INFORMATION****SSSC Web Contact Site:**

*Molded leadframes are not available to repair all vehicles, which require replacement.*

*To place an order for the molded leadframe, submit a VIN-specific Part Order contact via the SSSC Web Contact Site:*

- 1. Attach an IDS session log file for each molded leadframe part order. The attachment must show both the VIN and DTCs P0720, P0722, P0731 and/or P1500.*
- 2. Attach a photo of vehicle mileage (mileage > 150,000 is a customer pay claim)*
- 3. DTCs P0720, P0722, P0731 and/or P1500 must be stored in the PCM.*
- 4. Attach a COPIS ticket (with VOR flagged) if the part is backordered.*

<b>Part Number</b>	<b>Vehicle Line</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Quantity Needed</b>
AL3Z-7G276-D	All	Molded Leadframe	1	1

*Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.*

**Order the parts below through normal order processing channels:**

<b>Part Number</b>	<b>Vehicle Line</b>	<b>Description</b>	<b>Order Quantity</b>	<b>Quantity Needed</b>
XT-10-QLVC (1 Box = 12 Quarts)	All	MERCON® LV Automatic Transmission Fluid	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.*

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**DEALER PRICE**

For latest prices, refer to DOES II.

**New! PARTS RETENTION, RETURN, & SCRAPPING**

*Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state, and federal environmental protection and hazardous material regulations.*

**EXCESS STOCK RETURN**

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

**New! REPLACED FSA PARTS INSPECTION AND SIGN OFF**

*Effective March 1<sup>st</sup> 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup> 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.*

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.*
- Inspect the replaced parts to verify the FSA repair was completed.*
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.*
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).*
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1<sup>st</sup>, 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.*

**Note:** *Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.*



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

### **NEW ! SERVICE PROCEDURE**

1. Is the MIL and/or Wrench Light is illuminated in the instrument cluster with DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM? (Save IDS Log Viewer File).

- YES – Proceed to Step 2.
- NO – This program does not apply.

2. Contact SSSC - IDS Log Viewer File and photos must be uploaded with part order as outlined in dealer bulletin, before approval is provided.

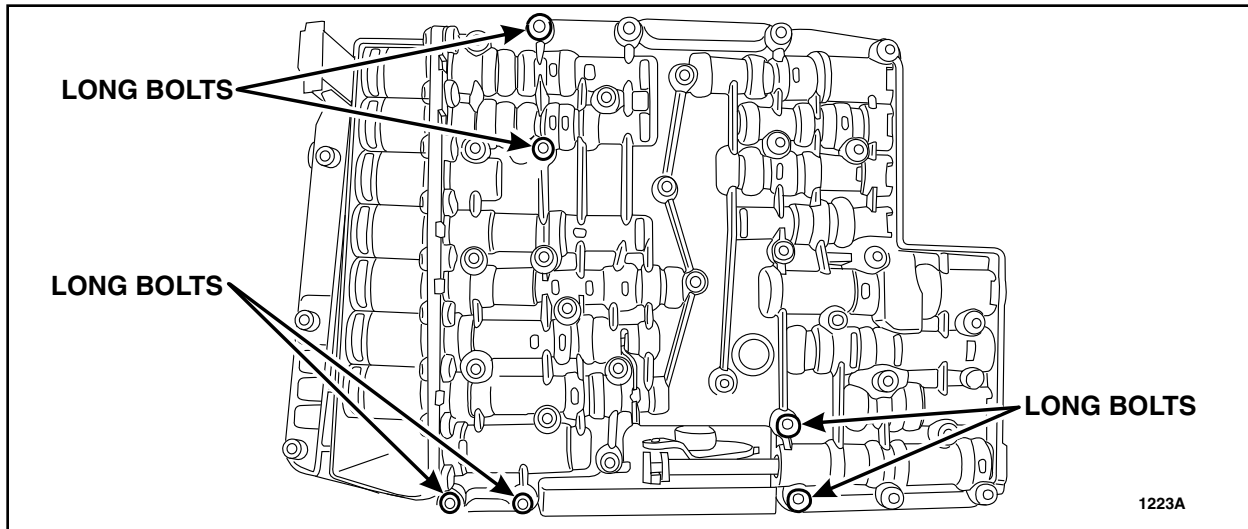
**NOTE:** Do not proceed with this procedure until parts are ordered and received. This will prevent excessive transmission fluid loss while the main control assembly is removed.

**NOTE:** The component being removed in step 3 will be referred to as a main control, main control valve body or a mechatronic assembly in the Workshop Manual (WSM).

### **REPLACE THE MOLDED LEADFRAME**

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

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

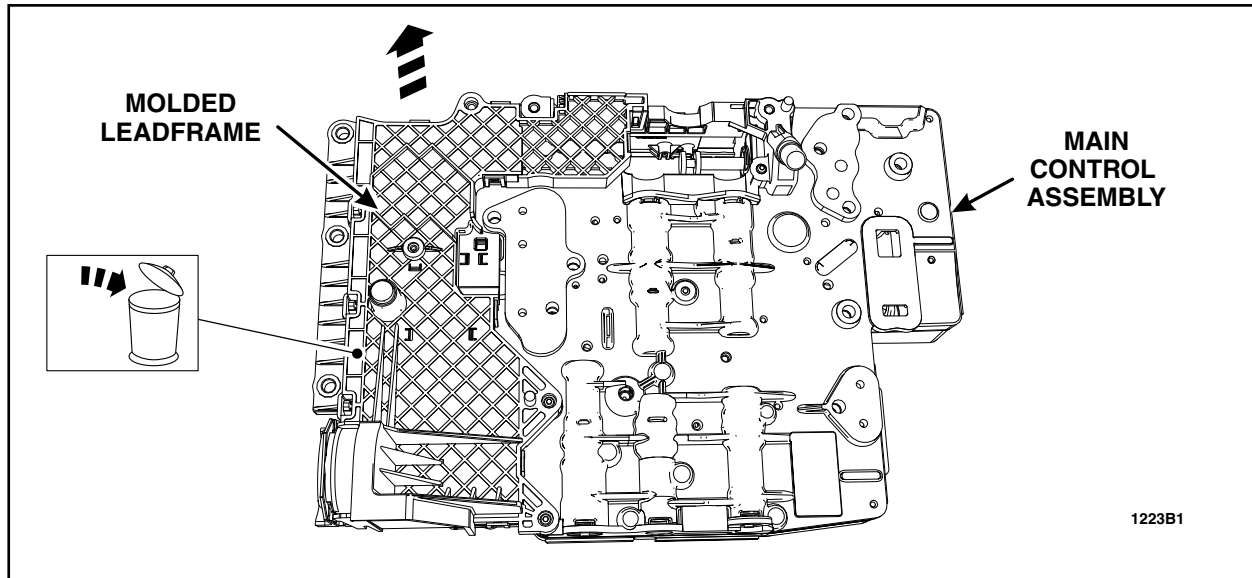


**FIGURE 1**





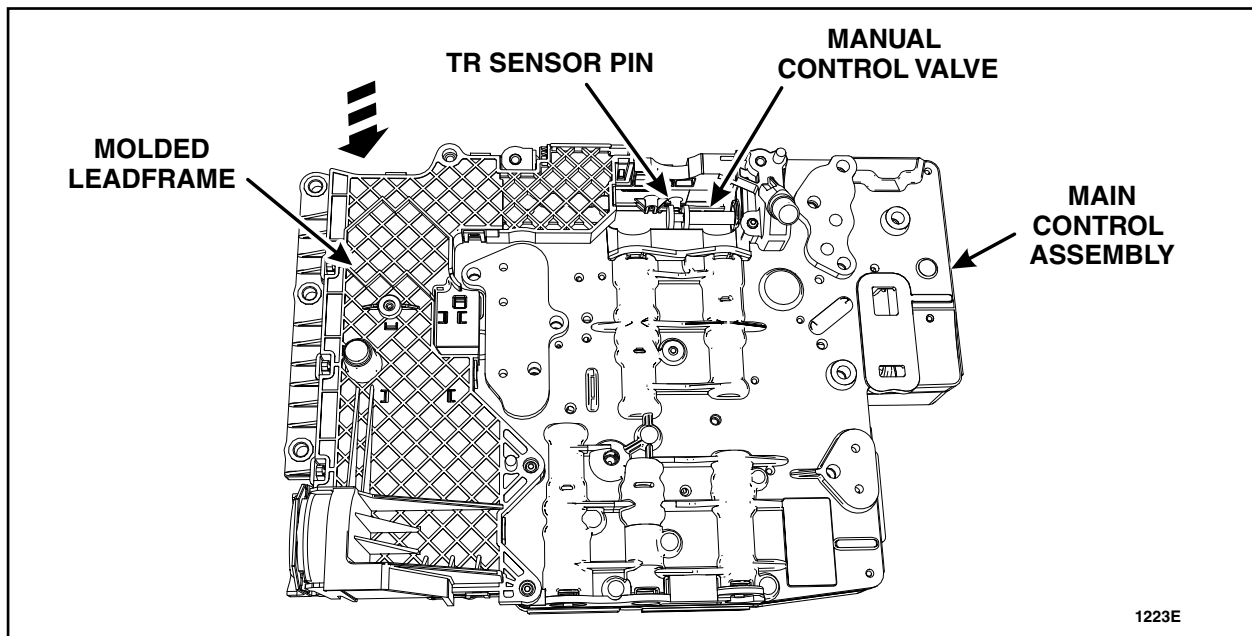
5. Carefully separate the molded leadframe from the main control assembly. See Figure 2.



**FIGURE 2**

6. 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**



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

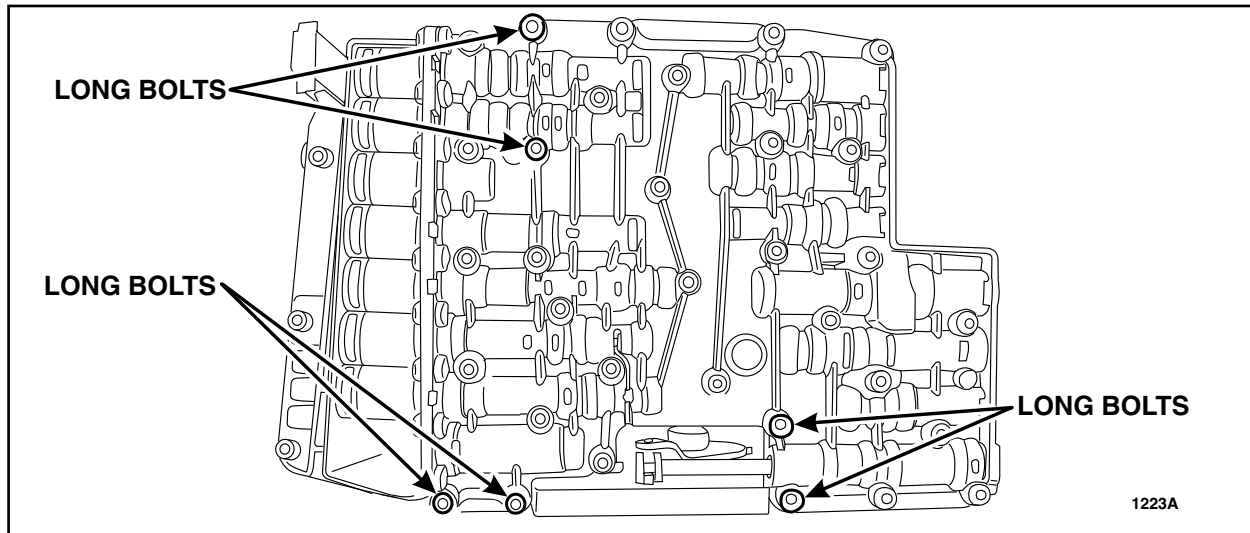


FIGURE 4

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

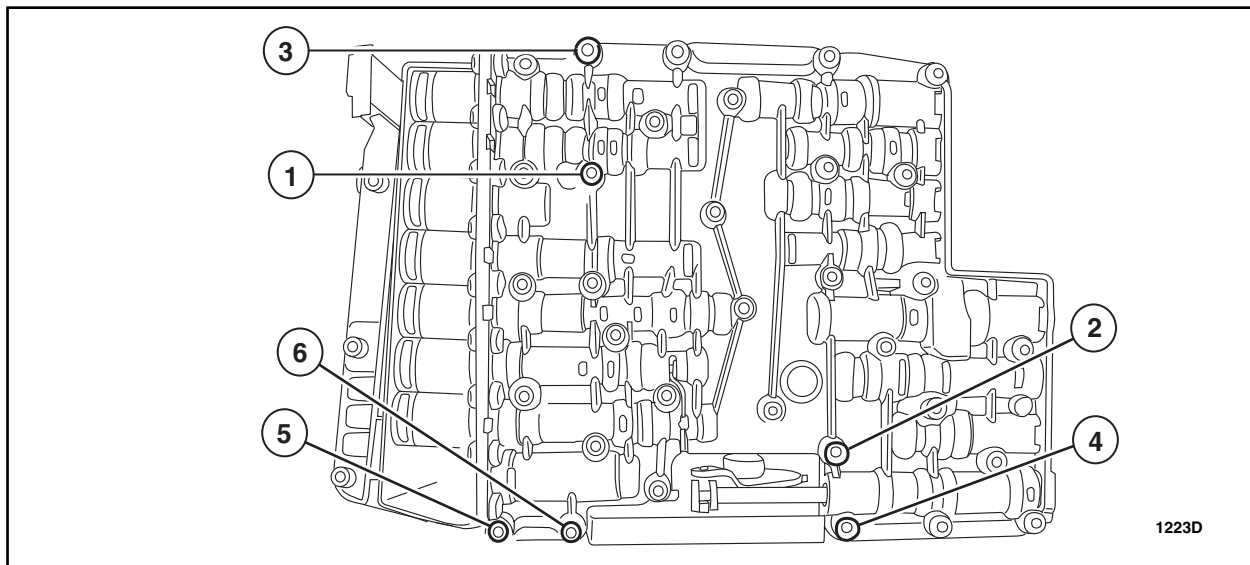


FIGURE 5

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

**NEW ! IMPORTANT NOTE:** Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

