



## TECHNICAL SERVICE BULLETIN

### 8F35 Transmission - Harsh Upshift/Downshift And/Or Harsh Engagements - Built On Or Before 10-Sep-2019

**19-**  
**2331**  
12  
November  
2019

#### Model:

<b>Ford</b> 2019 Edge
<b>Lincoln</b> 2019 Nautilus

**Issue:** Some 2019 Edge/Nautilus vehicles equipped with an 8F35 transmission and built on or before 10-Sep-2019 may exhibit a harsh upshift and downshift, harsh engagements when shifting from PARK to REVERSE, PARK to DRIVE and/or REVERSE to DRIVE. These harsh engagements may result in an engagement clunk from the driveline. This may be due to various powertrain control module (PCM) software parameters for harsh engagements when shifting from various shifter selector positions. To correct the condition, follow the Service Procedure to reprogram the PCM.

**Action:** Follow the Service Procedure to correct the condition on vehicles that meet all the following criteria:

- 2019 Edge/Nautilus
- Built on or before 10-Sep-2019
- 8F35 transmission
- Customer complaint of one or more of the following symptoms:
  - Harsh upshift or downshift
  - Harsh engagements when shifting from PARK to REVERSE, PARK to DRIVE and/or REVERSE to DRIVE

**Warranty Status:** Eligible Under Provisions Of New Vehicle Limited Warranty Coverage Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

#### Labor Times

Description	Operation No.	Time
2019 Edge/Nautilus 8F35 Transmission: Reprogram The PCM And Perform The Adaptive Learning Drive Cycle (Do Not Use With Any Other Labor Operations)	192331A	0.9 Hrs.

#### Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

#### Service Procedure

1. Reprogram the PCM using the latest software level of the appropriate Ford scan tool.

**NOTE: Advise the customer that this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a relearning process. This relearning process may result in firmer than normal upshifts and downshifts for several days.**

2. Perform the Adaptive Learning Drive Cycle. Refer to Workshop Manual (WSM), Section 307-01A.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.