TECHNICAL SERVICE BULLETIN
10R60/10R80 – Harsh Engagement/Harsh Shift/Delayed Shift With Or Without DTCs

20-2403
19 November 2020

Model:

Ford 2020 Explorer
2020 Police Interceptor Utility
Lincoln 2020 Aviator

Issue: Some 2020 Explorer/Aviator/Police Interceptor Utility vehicles equipped with a 10R60/10R80 automatic transmission may exhibit a harsh engagement/harsh shift/delayed shift with or without an illuminated malfunction indicator lamp (MIL) or diagnostic trouble codes (DTCs) P0729, P0731, P0732, P0733, P0734, P0735, P0736, P076F, P07D9, P07F6, P07F7, P0751, P0756, P0761, P0766, P0771, P2707, P2700, P2701, P2702, P2703, P2704 and/or P2705 stored in the powertrain control module (PCM). This may be due to sticking valves in the main control valve body. Most vehicles will improve and no longer exhibit the condition after the first 8,000 km (5,000 mi) of driving. To correct the condition, follow the Service Procedure steps to perform the PCM - Transmission Accelerated Main Control Break In routine for the appropriate clutch(s) and/or replace the main control valve body.

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

- 2020 Explorer/Aviator/Police Interceptor Utility
- 10R60/10R80 automatic transmission
- At least one of the following symptoms:
  - Harsh engagement
  - Harsh shift
  - Delayed shift
- With or without illuminated MIL and DTCs P0729, P0731, P0732, P0733, P0734, P0735, P0736, P076F, P07D9, P07F6, P07F7, P0751, P0756, P0761, P0766, P0771, P2707, P2700, P2701, P2702, P2703, P2704 and/or P2705 stored in the PCM

NOTE: Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated. "As Needed" indicates the part is required but the number may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 1. "If Needed" indicates the part is not mandatory.

Parts

Part Number	Description	Quantity
L1MZ-7A100-B	Main Control Valve Body (10R60)	1
L1MZ-7A100-A	Main Control Valve Body (10R80)	1
XT-12-QULV	Motorcraft® MERCON® ULV Automatic Transmission Fluid	As Needed
Parts To Inspect And Replace Only If Necessary		

HL3Z-7A191-B	Fluid Pan Gasket	1
LP5Z-7A098-A	Fluid Filter (10R60)	1
L1MZ-7A098-A	Fluid Filter (10R80)	1
HL3Z-7G199-A	Auxiliary Pump Tube Seal	1
HL3Z-7J227-A	Auxiliary Pump Tube O-ring	1
HL3Z-7A248-D	Transmission Fluid Pump Seal	1
7T4Z-7Z302-A	Transmission Fluid Filter Seal	1

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Emissions Warranty/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/Emissions Warranty/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2020 Explorer, Aviator 10R60 Transmission: Retrieve DTCs, Check Odometer And Replace The Main Control Valve Body (Do Not Use With Any Other Labor Operations)	202403A	2.8 Hrs.
2020 Explorer, Aviator 10R60 Transmission: Retrieve DTCs, Check Odometer And Perform The Transmission Accelerated Main Control Break-In Routine Repair Complete (Do Not Use With Any Other Labor Operations)	202403B	2.0 Hrs.
2020 Explorer, Aviator 10R60 Transmission: Retrieve DTCs, Check Odometer And Perform The Transmission Accelerated Main Control Break-In Routine Replace The Main Control Valve Body (Do Not Use With Any Other Labor Operations)	202403C	4.3 Hrs.
2020 Explorer 10R80 Transmission: Retrieve DTCs, Check Odometer And Replace The Main Control Valve Body (Do Not Use With Any Other Labor Operations)	202403D	2.9 Hrs.
2020 Explorer 10R80 Transmission: Retrieve DTCs, Check Odometer And Perform The Transmission Accelerated Main Control Break-In Routine Repair Complete (Do Not Use With Any Other Labor Operations)	202403E	2.0 Hrs.
2020 Explorer 10R80 Transmission: Retrieve DTCs, Check Odometer And Perform The Transmission Accelerated Main Control Break-In Routine Replace The Main Control Valve Body (Do Not Use With Any Other Labor Operations)	202403F	4.4 Hrs.

Repair/Claim Coding

Causal Part:	7A100
Condition Code:	49

Service Procedure

NOTE: Most vehicles will improve and no longer exhibit the condition after the first 8,000 km (5,000 mi) of driving.

1. Does the vehicle have more than 8,000 km (5,000 mi) on the odometer?

(1). Yes - replace the main control valve body. Refer to Workshop Manual (WSM), Section 307-01. Repair is complete.

(2). No - proceed to Step 2.

2. Are any transmission related DTCs present?

(1). Yes - determine the appropriate clutch(s) to be cycled related to DTCs present. Refer to WSM, Section 307-01.

(2). No - proceed to Step 4 to cycle all 6 clutches.

3. Record and clear all DTCs present before performing the PCM - Transmission Accelerated Main Control Break In routine.

CAUTION: Failure to use a frame engaging lift could damage the vehicle.

4. Prepare the vehicle for PCM - Transmission Accelerated Main Control Break In routine by positioning the vehicle on a frame-engaging lift with the wheels off the ground to prevent vehicle movement.

5. Using the latest software level of the appropriate Ford diagnostic scan tool, perform the PCM - Transmission Accelerated Main Control Break In routine 3 times on the appropriate clutch(s) determined to be cycled.

6. Perform the adaptive learning drive cycle. Refer to WSM, Section 307-01.

7. Does the vehicle still exhibit the condition after performing the PCM - Transmission Accelerated Main Control Break In routine and adaptive learning drive cycle?

(1). Yes - replace the main control valve body. Refer to WSM, Section 307-01.

NOTE: Advise the customer 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). No - repair is complete.
