



## TECHNICAL SERVICE BULLETIN

### 10R60 Automatic Transmission - Harsh 7-6 Gear Downshift - Built On Or Before 19-May-2020

**20-2337**05 January  
2020

This bulletin supersedes 20-2305. Reason for update: Incorrect or Missing Parts

**Model:**

<b>Ford</b> 2020 Explorer	Transmission/Transaxle: (10R60)
<b>Lincoln</b> 2020 Aviator	Transmission/Transaxle: (10R60)

**Summary**

This article supersedes TSB 20-2305 to update the Part List.

**Issue:** Some 2020 Explorer/Aviator vehicles built on or before 19-May-2020 and equipped with a 10R60 automatic transmission may exhibit a harsh 7-6 gear downshift. This may be caused by the A clutch piston return spring snap ring becoming dislodged. To correct the condition, follow the Service Procedure steps to replace the front support and A clutch assemblies.

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

- 2020 Explorer/Aviator
- Built on or before 19-May-2020
- 10R60 automatic transmission
- Harsh 7-6 gear downshift

**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 less than 1. "If Needed" indicates the part is not mandatory.

**Parts**

Part Number		Description	Quantity
7L1Z-7J227-A	Package Contains 2 Pieces, 4 Pieces Required	Fluid Cooler O-Ring Seals	2
L1MZ-4421-A	-	Front Driveshaft Boot	1
L1MZ-4676-C	-	Front Axle Seal Kit (Includes O-ring And Circlip) (2.3L AWD)	1
L1MZ-6L612-A	-	Catalytic Converter Gasket	1
L1MZ-6L612-B	Package Contains 1 Piece, 2 Pieces Required	Exhaust Gasket	2
L1MZ-9450-A	-	Muffler Inlet Gasket	1
W520214-S440	Package Contains 2 Pieces, 1 Piece Required	Transmission Isolator Nut	1
W714265-S442	Package Contains 4 Pieces, 2 Pieces Required	Muffler Inlet Nuts	1

W715618-S437	Package Contains 4 Pieces, 6 Pieces Required	Torque Converter Nuts	2
W716375-S900	Package Contains 5 Pieces, 8 Pieces Required	Transfer Case Bolts	2
W716979-S439	Package Contains 4 Pieces, 2 Pieces Required	Rear Subframe Bolts	1
W719413-S439	Package Contains 4 Pieces, 2 Pieces Required	Middle Subframe Bolts	1
W719431-S439	Package Contains 4 Pieces, 4WD Requires 3 Pieces, 2WD Requires 2 Pieces	Transmission Isolator Bolts	1
W719511-S439	Package Contains 4 Pieces, 3 Pieces Required	Driveshaft Flex Coupling To Transfer Case Flange Bolt	1
W719698-S900	Package Contains 1 Piece, 4 Pieces Required	Exhaust Manifold Studs	4
W719699-S442	Package Contains 1 Piece, 4 Pieces Required	Catalytic Converter Nuts	4
W721083-S439	Package Contains 4 Pieces, 4 Pieces Required	Transmission Support Bolts	1
LP5Z-7A130-D	-	Front Support Assembly	1
LP5Z-7B066-M	-	A Clutch Pressure Plate	1
LP5Z-7B070-C	-	A Clutch Cushion Spring	1
LP5Z-7F219-A	Package Contains 1 Piece, 4 Pieces Required	A Clutch Friction Plate	4
LP5Z-7F220-A	Package Contains 1 Piece, 3 Pieces Required	A Clutch Separator Plate	3
LP5Z-7G159-A	Package Contains 1 Piece, 4 Pieces Required	A Clutch Separating Spring	4
JL3Z-7N134-A	Package Contains 1 Piece, 12 Pieces Required	Front Support Attaching Bolt	12
HL3Z-7G199-A	-	Auxiliary Pump Tube Seal	1
L1MZ-3B478-A	-	Front Driveshaft Boot Clamp	1
5L3Z-19A506-A	-	Slip Yoke Grease (Front Driveshaft)	As Needed
XG-11	-	Motorcraft® High Temperature 4X4 Front Axle and Wheel Bearing Grease	As Needed
XG-3-A	-	Motorcraft® Silicone Brake Caliper Grease and Dielectric Compound	As Needed
XL-1	-	Motorcraft® Penetrating and Lock Lubricant	As Needed
XL-2	-	Motorcraft® High Temp Nickel Anti-Sieze Lubricant	As Needed
XL-5-A	-	Motorcraft® Multi-Purpose Grease Spray	As Needed
XT-10-QLVC	-	Motorcraft® MERCON® LV Automatic Transmission Fluid (Transfer Case) (All Markets Except Canada)	As Needed

CXT-10-LV6	-	Motorcraft® MERCON® LV Automatic Transmission Fluid (Transfer Case) (Canada Only)	As Needed
XT-12-QULV	-	Motorcraft® MERCON® ULV Automatic Transmission Fluid	As Needed
Select One Of The Following			
LP5Z-7A527-A	-	T-3 Shim (2.9 - 3 mm)	If Needed
LP5Z-7A527-B	-	T-3 Shim (3.05 - 3.15 mm)	If Needed
LP5Z-7A527-C	-	T-3 Shim (3.2 - 3.3 mm)	If Needed
LP5Z-7A527-D	-	T-3 Shim (3.35 - 3.45 mm)	If Needed
LP5Z-7A527-E	-	T-3 Shim (3.5 - 3.6 mm)	If Needed
LP5Z-7A527-F	-	T-3 Shim (3.65 - 3.75 mm)	If Needed
LP5Z-7A527-G	-	T-3 Shim (3.8 - 3.9 mm)	If Needed
LP5Z-7A527-H	-	T-3 Shim (3.95 - 4.05 mm)	If Needed
LP5Z-7A527-J	-	T-3 Shim (4.1 - 4.2 mm)	If Needed
LP5Z-7A527-K	-	T-3 Shim (4.25 - 4.35 mm)	If Needed
Select One Of The Following			
LP5Z-7B066-E	-	A Clutch Apply Plate (3.55 - 3.75 mm)	If Needed
LP5Z-7B066-F	-	A Clutch Apply Plate (3.75 - 3.95 mm)	If Needed
LP5Z-7B066-G	-	A Clutch Apply Plate (3.95 - 4.15 mm)	If Needed
LP5Z-7B066-H	-	A Clutch Apply Plate (4.15 - 4.35 mm)	If Needed
LP5Z-7B066-J	-	A Clutch Apply Plate (4.35 - 4.55 mm)	If Needed
LP5Z-7B066-K	-	A Clutch Apply Plate (4.55 - 4.75 mm)	If Needed

### Labor Times

Description	Operation No.	Time
2020 Explorer 4WD 3.3L 4WD: Road Test To Verify Concern, Replace The Front Support And A Clutch Assembly, Includes Time To Remove And Install Transmission (Do Not Use With Any Other Labor Operations)	202337A	9.7 Hrs.
2020 Aviator RWD 3.0L EcoBoost: Road Test To Verify Concern, Replace The Front Support And A Clutch Assembly, Includes Time To Remove And Install Transmission (Do Not Use With Any Other Labor Operations)	202337B	7.4 Hrs.
2020 Explorer RWD 2.3L EcoBoost: Road Test To Verify Concern, Replace The Front Support And A Clutch Assembly, Includes Time To Remove And Install Transmission (Do Not Use With Any Other Labor Operations)	202337C	8.1 Hrs.
2020 Explorer 4WD 2.3L EcoBoost: Road Test To Verify Concern, Replace The Front Support	202337D	8.7

And A Clutch Assembly, Includes Time To Remove And Install Transmission (Do Not Use With Any Other Labor Operations)		Hrs.
2020 Explorer/Aviator 4WD 3.0L EcoBoost: Road Test To Verify Concern, Replace The Front Support And A Clutch Assembly, Includes Time To Remove And Install Transmission (Do Not Use With Any Other Labor Operations)	202337E	7.8 Hrs.

### Repair/Claim Coding

Causal Part:	7N169
Condition Code:	07

### Service Procedure

1. Using the SelectShift mode, perform a manual 7-6 gear downshift. Is a harsh shift present?
  - (1). Yes - proceed to Step 2.
  - (2). No - this article does not apply. Refer to the Workshop Manual (WSM), Section 307-01 for normal diagnostics.
2. Remove the transmission. Refer to WSM, Section 307-01.
3. Remove and discard the front support assembly. Perform only the necessary steps to remove and service the front support assembly. Refer to WSM Section 307-01.
  - (1). It is only necessary to remove the torque converter, the main control, and the transmission fluid pump to remove the front support.
4. Remove and discard the A clutch assembly from the transmission case. Refer to WSM, Section 307-01.
5. Install the A clutch assembly and perform the A clutch clearance measurement. Refer to WSM, Section 307-01.
6. Install front support assembly and perform the T3 selective shim measurement. Refer to WSM, Section 307-01.
7. To install, reverse the removal procedure.

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