



TECHNICAL SERVICE BULLETIN

Harsh Engagement Into Drive With Or Without DTCs P0772 And/Or P2704

21-2321

21 September
2021

This bulletin supersedes 21-2044. Reason for update: New Part/Procedure For Same Condition

Model:

Ford
2020-2021 Transit

Summary

This article supersedes TSB 21-2044 to update the Issue and Service Procedure.

Issue: Some 2020-2021 Transit vehicles may exhibit a harsh engagement into drive. The vehicle may or may not have an illuminated malfunction indicator lamp (MIL) and diagnostic trouble codes (DTC) P0772 and/or P2704 in the powertrain control module (PCM). This may be due to sticking valves in the main control valve body. To correct the condition, follow the Service Procedure steps to perform the transmission accelerated main control break-in routine and/or overhaul the main control valve body.

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

- 2020-2021 Transit
- Harsh engagement into drive

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
7L1Z-7J227-A	Package Contains 2 Pieces, 4 Pieces Required	Fluid Cooler O-ring Seals	2
7T4Z-7Z302-A	-	Transmission Fluid Filter Seal	1
HL3Z-7J227-A	-	Auxiliary Pump Tube O-Ring	1
W505434-S439	Package Contains 4 Pieces, 4 Pieces Required	Lower Load Path Bar Retainers	1
W506434-S439	Package Contains 4 Pieces, 8 Pieces Required	Lower Load Path Bar Retainers	2
W520215-S442	Package Contains 4 Pieces, 4 Total Pieces Required	Front Subframe Forward Nuts (2 Pieces), Tie Rod Nuts (2 Pieces)	1
W711076-S442	Package Contains 4 Pieces, 2 Pieces Required	Lower Ball Joint Nut	1
W711137-S442	Package Contains 4 Pieces, 1 Piece Required	Steering Column Shaft Bolt	1
W716331-S439	Package Contains 4 Pieces, 4 Pieces Required	Transmission Support Bolts	1
W712658-S439	Package Contains 4 Pieces, 2 Pieces Required	Solenoid Retaining Plate Bolt	1
HL3Z-	-	Channel Plate	1

7Z490-E			
L1MZ-7Z490-F	-	Separator Plate	1
HL3Z-7G007-A	Package Contains 4 Pieces, 6 Pieces Required	Solenoid Retaining Clips	2
XL-2	-	Motorcraft® High Temperature Nickel Anti-Seize Lubricant (DRW Vehicles)	As Needed
Parts To Inspect And Replace Only If Necessary			
W715922-S442	Package Contains 4 Pieces, Max 2 Pieces Required	Front Stabilizer Bar Link Rod Lower Nut	If Needed
W718943-S439	Package Contains 4 Pieces, Max 2 Pieces Required	Front Subframe Rearward Nuts	If Needed
XT-12-QULV	-	Motorcraft® MERCON® ULV Automatic Transmission Fluid	If Needed

Labor Times

Description	Operation No.	Time
2020-2021 Transit 10R80 Transmission: Retrieve DTCs, Perform The Transmission Accelerated Main Control Break-In Routine (Pass), Clear Adaptive Tables, And Perform Adaptive Learning Drive Cycle (Do Not Use With Any Other Labor Operations)	212321A	1.0 Hrs.
2020-2021 Transit 10R80 Transmission: Retrieve DTCs, Perform The Transmission Accelerated Main Control Break-In Routine (Fail) Clear Adaptive Tables, And Overhaul The Main Control Valve Body (Do Not Use With Any Operations Outside Of This Article)	212321B	6.8 Hrs.
2020-2021 Transit Without Lane Departure: Additional Time To Perform Alignment (Can Be Claimed With Labor Operation B)	212321C	0.8 Hrs.
2020-2021 Transit With Lane Departure: Additional Time To Perform Alignment (Can Be Claimed With Labor Operation B)	212321D	1.2 Hrs.
2020-2021 Transit Additional Time To Remove And Install Running Boards When Necessary (Can Be Claimed With Operation B)	212321E	0.3 Hrs.

Repair/Claim Coding

Causal Part:	7A100
Condition Code:	49

Service Procedure

- Using the Ford Diagnosis and Repair System (FDRS), perform the PCM - Transmission Accelerated Main Control Break In routine 2 times. Use the scan tool to clear the transmission adaptive tables. Refer to Workshop Manual (WSM), Section 307-01.
- Perform the adaptive learning drive cycle. Refer to WSM, Section 307-01.
- Does the vehicle still exhibit the condition after performing the PCM - Transmission Accelerated Main Control Break-In routine and the adaptive learning drive cycle?
 - Yes - overhaul (clean and inspect) the main control valve body. Refer to WSM, Section 307-01.
 - No - repair is complete.

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.

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.