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

**SUBJECT:** **Customer Satisfaction Program 14M01 – Supplement #7**  
 Certain 2011 through 2014 Model Year Fiesta and Focus Vehicles Equipped with a  
 DPS6 Automatic Transmission  
 Transmission Clutch Shudder / Transmission Input Shaft Seal Warranty Extension

**REF :** **Technical Service Bulletin (TSB) 16-0109 – DPS6 Automatic Transmission -  
 Excessive Transmission Clutch Shudder and/or Transmission Fluid Leak**

**New! REASON FOR THIS SUPPLEMENT**

*Vehicles Covered By This Program: Vehicles have been added to this program.*

**New! PROGRAM TERMS**

This program extends the coverage of the DPS6 Transmission input shaft seals, clutch and transmission software calibration to seven (7) years of service or 100,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded the mileage limits, this coverage will last through January 31, 2015. Coverage is automatically transferred to subsequent owners. *For vehicles built June 6, 2013 through July 8, 2013 that have already exceeded time or mileage limits, coverage will last through February 29, 2020.*

**NOTE:** This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty Powertrain coverage. Repairs for vehicles covered by New Vehicle Limited Warranty Powertrain coverage should be claimed using the Labor Operation Codes provided in TSB 16-0109.

**New! VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2011-2014	Cuautitlan	November 3, 2009 through <i>July 8, 2013</i>
Focus	2012-2014	Michigan	August 1, 2010 through <i>July 8, 2013</i>

Affected vehicles are identified in OASIS.

**REASON FOR PROVIDING ADDITIONAL COVERAGE**

Some of the affected vehicles may exhibit excessive transmission clutch shudder during light acceleration. These issues may be due to fluid contamination of the clutch caused by leaking input shaft seals. Vehicles may or may not exhibit transmission fluid leaking from the clutch housing.

**SERVICE ACTION**

If an affected vehicle exhibits this condition and is beyond New Vehicle Limited Warranty Powertrain coverage, dealers are to perform diagnosis and repairs consistent with TSB 16-0109. This service must be performed at no charge to the vehicle owner.

**NOTE:** If 15B22 is open in OASIS, dealers should complete 15B22 prior to performing 14M01.

**New! OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters were mailed beginning the week of July 29, 2014. Dealers should repair any affected vehicles that exhibit excessive transmission clutch shudder during light acceleration, or transmission fluid leaking from the clutch housing, whether or not the customer has received a letter. *For vehicles built June 6, 2013 through July 8, 2013, owner letters will be mailed beginning the week of September 16, 2019.*

**ATTACHMENTS**

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Attachment IV: (Removed)
- Attachment V: DPS6 TSB/FSA Warranty Coverage Summary
- Attachment VI: Claiming Instructions for Parts Delay Greater than 30 Days
- Owner Notification Letter with Attachment of Normal Operation of DPS6

**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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**New! OASIS ACTIVATED?**

Yes, OASIS was activated on July 21, 2014. *For vehicles built June 6, 2013 through July 8, 2013, OASIS will be activated August 26, 2019.*

**FSA VIN LIST ACTIVATED?**

FSA VIN list will not be activated for this service action.

**STOCK VEHICLES**

Do not perform this program unless the affected vehicle exhibits the covered condition.

**SOLD VEHICLES**

Owners of affected vehicles will be directed to dealers only if the vehicle exhibits the covered condition.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are **not** eligible for this service action.

**New! 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 expires January 31, 2015. *For vehicles built June 6, 2013 through July 8, 2013, this refund offer will expire February 29, 2020.*
- Refunds will only be provided for the parts and labor cost associated with repairs to the clutch, transmission input shaft seals, or calibration updates to the transmission software.

**RENTAL VEHICLES**

Dealers are pre-approved for up to 10 days for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 10 rental days is required from the SSSC via the SSSC Web Contact Site.

**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 outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

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**New! CLAIMS PREPARATION AND SUBMISSION****NOTE:** An IDS-generated repair validation code (RVC) is required for clutch replacement.

- **PROGRAM TERMS:** This program extends the coverage of the Automatic Transmission software calibration, clutch, and transmission input shaft seals to seven (7) years of service or 100,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded the mileage limits, this coverage will last through January 31, 2015. *For vehicles built June 6, 2013 through July 8, 2013 that have already exceeded time or mileage limits, coverage will last through February 29, 2020.*
- **Note:** This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty. Repairs for vehicles covered by New Vehicle Limited Warranty should be claimed using the Labor Operation Codes provided in TSB 16-0109.
  - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 14M01 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, select claim type 31: Field Service Action. The FSA number (14M01) is the sub code.
  - 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.

- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 14M01                      - 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.
- **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: 14M01                      - 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.
- **Parts Delay Greater than 30 Days:** Refer to Attachment VI - Claiming Instructions.

**NOTE:** Some vehicles covered by 14M01 may also be eligible for coverage by 14M02 (Transmission Control Module Extended Warranty Coverage) and/or 15B22 (Transmission Control Module Reprogramming for Overt TCM Failure Warning). Always consult OASIS to determine repairs and coverages that apply.

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**LABOR ALLOWANCES**

Labor allowances are consistent with TSB 16-0109. Repairs for vehicles covered by New Vehicle Limited Warranty should be claimed using the Labor Operation Codes provided in TSB 16-0109.

Description	Labor Operation	Vehicle Application	Labor Time
Labor to be claimed at initial diagnosis			
Perform pinpoint test per WSM procedure and perform TCM adaptive learn – Clutch shudder within expected limits (Do not use with any other labor operations)	14M01A	2012-2014MY Focus and 2011-2014MY Fiesta	0.6 Hours
Perform pinpoint test per WSM procedure – Clutch shudder outside expected limits (Enter RVC when submitting claim)	14M01B	2012-2014MY Focus and 2011-2014MY Fiesta	0.6 Hours
Labor to be claimed during repairs			
Replace clutch. Includes reprogramming the PCM/TCM, TCM adaptive learning and post road test (Enter RVC when submitting claim)	14M01C	2012-2014MY Focus	5.2 Hours
		2011-2014MY Fiesta	4.7 Hours
Replace clutch and input shaft seals. Includes reprogramming the PCM/TCM, TCM adaptive learning and post road test (Enter RVC when submitting claim)	14M01D	2012-2014MY Focus	5.7 Hours
		2011-2014MY Fiesta	5.1 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION****Seal Kits (Order per Application)**

Part Number	Description	Order Quantity
EV6Z-7052-C	Focus seal kit (contains all required seals and hardware to complete the repair – see page 3 of 3 for kit contents)	1
EV6Z-7052-D	Fiesta seal kit (contains all required seals and hardware to complete the repair – see page 3 of 3 for kit contents)	1

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**PARTS REQUIREMENTS / ORDERING INFORMATION (CONTINUED)**

**Clutch Assembly (Order per Application)**

Part Number	Description	Order Quantity
F1FZ-7B546-B	Dual clutch assembly kit – all Focus vehicles	1
FA6Z-7B546-B	Dual clutch assembly kit – Fiesta vehicles <u>built on or before</u> 1/12/2011	1
FA6Z-7B546-A	Dual clutch assembly kit – Fiesta vehicles <u>built on or after</u> 1/13/2011	1
AE8Z-7007-A	Engine to transaxle separator plate –1.6L engines (Fiesta)	1

**Other Supplies**

Part Number	Motorcraft and Other Supplies	Order Quantity
XT-11-QDC	Motorcraft® dual clutch transmission fluid	Up to 1 quart
PM-4-A	Motorcraft® metal brake parts cleaner	1 can
BE8Z-6731-AB	Motorcraft® oil filter FL-910-S	1
1S7Z-6840-AA	Oil filter adapter gasket (Focus)	1
BE8Z-6L621-A	Oil cooler assembly seal (Fiesta, if needed due to damage)	1
XO-5W20-QSP	Motorcraft® 5W20 premium synthetic blend motor oil	Up to 1 quart
XL-2	Motorcraft® high temperature nickel anti-seize lubricant (can be used for multiple repairs)	As needed
F1FZ-7H183-A	Differential seal plugs (can be used for multiple repairs)	As needed

The DOR/COR number for this program is 50549.

Order your parts requirements through normal order processing channels.

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 “WARRANTY PARTS RETENTION AND RETURN POLICIES.”

**EXCESS STOCK RETURN**

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

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**SEAL KIT CONTENTS**

Seal kit contents are for reference only. These parts do not need to be ordered separately.

<b>Part Number</b>	<b>Focus Seal Kit (EV6Z-7052-C)</b>	<b>Kit Quantity</b>
AE8Z-7052-D	Input shaft seal – inner	1
AE8Z-7064-A	Clutch-to-hollow input shaft snap ring	1
AE8Z-7048-C	Input shaft seal – outer	1
AE8Z-7064-B	Clutch snap ring (replace if reusing original clutch)	1
9U7Z-19A506-BA	Transaxle input shaft/spline lubricant	1
W705448-S441	Flexplate-to-clutch nut	6
YS4Z-3N324-AA	Bearing retainer strap	1
W520102-S442	Bearing retainer strap nut	2
AE8Z-1S177-A	Halfshaft seal kit	2
W715491-S442	Ball joint bolt	2
W520415-S442	Ball joint nut	2

<b>Part Number</b>	<b>Fiesta Seal Kit (EV6Z-7052-D)</b>	<b>Kit Quantity</b>
AE8Z-7052-D	Input shaft seal – inner	1
AE8Z-7064-A	Clutch-to-hollow input shaft snap ring	1
AE8Z-7048-C	Input shaft seal – outer	1
AE8Z-7064-B	Clutch snap ring (replace if reusing original clutch)	1
9U7Z-19A506-BA	Transaxle input shaft/spline lubricant	1
W705448-S441	Flexplate-to-clutch nut	6
YS4Z-3N324-AA	Bearing retainer strap	1
W520102-S442	Bearing retainer strap nut	2
AE8Z-1S177-A	Halfshaft seal kit	2
2S6Z-9450-A	Exhaust gasket	1
W703662-S403	Exhaust nut	2
W709618-S442	Ball joint bolt	2
W520203-S442	Ball joint nut	2

**Claiming Instructions for Parts Delay Greater than 30 Days****Opening Statement:**

Due to the length of time between initial diagnosis for clutch shudder and clutch availability, TSB (16-0109) and FSA (14M01-S7) labor operations allow diagnostic labor to be claimed separate from clutch repair or replacement.

Submission of a claim for diagnostic labor only while parts are on backorder deviates from normal policy and is only applicable to this repair (W&P Manual V 2.4, Section 1 page 13).

If parts delay is estimated at over 30 days, you may submit the claim for diagnostic labor. Dealer management systems differ; thus, there are multiple methods to accomplish this. Below are two options to submit diagnostic labor separate from repair labor.

**Option 1**

- Open repair order line 1 for diagnosis and line 2 for the repair
- Submit line 1 with line 2 open while waiting for parts
- Submit line 2 upon completion

**Option 2**

- Open and submit a repair order for diagnosis
- Open a second repair order, at the same time, and leave it open while waiting for parts
- Submit the 2<sup>nd</sup> repair order upon completion

If the repair is beyond 30 days, the repair will require a dealer self approval code. If the repair is beyond 90 days, request a submission time limit code. If parts delay is less than 30 days, follow normal policy and submit both diagnostic and repair labor when repairs have been completed.

**Supporting Information:**

- Dealers should review OASIS at the time of service write-up to identify vehicles that have had diagnostic labor only claims to avoid repeat diagnosis labor.
- Submitting multiple claims will not close FSA 14M01.

**Category:** WSM Transmission – Warranty Policy.

**Do:** Submit diagnostic labor only claim if backorder is greater than 30 days.

**Don't:** Include diagnostic labor again at time of repair.

## **CERTAIN 2011 THROUGH 2014 MODEL YEAR FIESTA AND FOCUS VEHICLES EQUIPPED WITH A DUAL DRY-CLUTCH POWERSHIFT 6-SPEED AUTOMATIC TRANSMISSION — TRANSMISSION CLUTCH SHUDDER / TRANSMISSION INPUT SHAFT SEAL WARRANTY EXTENSION**

### **OVERVIEW**

Some of the affected vehicles may exhibit excessive transmission clutch shudder during light acceleration. These issues may be due to fluid contamination of the clutch caused by leaking input shaft seals. Vehicles may or may not exhibit transmission fluid leaking from the clutch housing.

This program extends the coverage of the DPS6 Transmission Software Calibration, Clutch, and Transmission Input Shaft Seals to seven (7) years of service or 100,000 miles from the warranty start date of the vehicle, whichever occurs first.

**NOTE:** As of August 16, 2016, if 15B22 is open in OASIS, dealers should complete 15B22 prior to performing 14M01.

### **SERVICE PROCEDURE**

**NOTE:** For this recall please refer to Workshop Manual (WSM), Section 307-01 for 2012-2016 Focus and 2014-2015 Fiesta. For 2011-2013 Fiesta refer to WSM, Section 307-11. When referred to the WSM – All steps listed in the WSM must be performed.

**NOTE:** Performing the service routines will clear adaptive strategy. Failure to perform all steps of the IDS routines may result in erratic shifts and driveability concerns.

1. Using IDS follow the WSM Diagnosis and Testing, Diagnosis by Symptom, Pinpoint Test A (All Focus and 2014-15 Fiesta) or Pinpoint Test N (2011-2013 Fiesta) - Clutch Shudder on Acceleration to diagnose shudder.
  - For clutch replacement, upload IDS datalogger session data and record the repair validation code (RVC) generated by the IDS during testing. This code will be needed when submitting the claim for the repair.
2. If the clutch is replaced, use IDS to reprogram the powertrain control module (PCM)/transmission control module (TCM) to the latest calibration using IDS release 101.04 or higher.

**NOTE:** Calibration files may also be obtained at [www.motorcraftservice.com](http://www.motorcraftservice.com)

**NOTE:** Follow the IDS on-screen instructions to complete the reprogramming procedure.

**NOTE:** Transmission differential seal plugs are now released and should be installed during transmission removal and while performing bench repairs to reduce/eliminate the loss of transmission fluid.



## Important Information for Module Programming

**NOTE:** Reprogram appropriate vehicle modules before performing diagnostics and clear all diagnostic trouble codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

**NOTE:** Performing the service routines will clear adaptive strategy. Failure to perform all steps of the IDS routines may result in erratic shifts and driveability concerns.

**NOTE:** When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect vehicle communication module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions key on engine off (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

## Recovering a module when programming has resulted in a blank module: **NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original IDS that was used when the programming error occurred during module reprogramming (MR) or programmable module installation (PMI).
- b. Disconnect the VCM from the data link connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the ORIGINAL vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

**NOTE:** If the original session is not listed in the previous session list, click the "Recycle Bin" icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. Near the end of programming, the IDS prompts you to select certain parameters. It is important to make a selection for ALL parameters listed. If the correct selection is already highlighted, you must still choose that selection before clicking the "Tick" mark to complete the configuration.
- i. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.

