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August 14, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 15B22** *– Supplement #3*
Certain 2011 through 2015 Model Year Fiesta and 2012 through 2014 Model Year Focus Vehicles Equipped with a DPS6 Automatic Transmission
Transmission Control Module Reprogramming for Overt TCM Failure Warning

REF: **Customer Satisfaction Program 14M02**
Certain 2011 through 2015 Model Year Fiesta and 2012 through 2015 Model Year Focus Vehicles Equipped with a DPS6 Automatic Transmission
Transmission Control Module Extended Warranty Coverage

Technical Service Bulletin (TSB) 16-0129 – DPS6 - No Start and/or Transmission Engagement Loss of Power with DTCS U0100, U0101, U1013 and/or P0606

Customer Satisfaction Program 19N07
Certain 2011 through 2015 Model Year Fiesta and 2012 through 2014 Model Year Focus Vehicles Equipped with a DPS6 Automatic Transmission
Transmission Control Module Extended Warranty Coverage
Published August 14, 2019

New! *REASON FOR THIS SUPPLEMENT*

Program Terms: All VINs that were previously expired under this program, and have not yet been repaired, have been reopened. This program will be in effect through August 31, 2020.

Owner Notification: Owners of affected vehicles included in this program extension will be notified the week of September 2, 2019.

New! **PROGRAM TERMS**

This program will be in effect through *August 31, 2020*. There is no mileage limit for this program.

New! **EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of *August 31, 2020* to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists name and address (available after all owner letters are mailed) to contact customers with affected vehicles. This will help minimize the number of vehicles that may experience a Transmission Control Module (TCM) failure.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta	2011-2015	Cuautitlan	November 3, 2009 through October 15, 2014
Focus	2012-2014	Michigan	August 1, 2010 through October 26, 2014

Affected vehicles are identified in OASIS.

AFFECTED VEHICLES (Continued)

NOTE: Some vehicles covered by 15B22 may also be eligible for coverage by 14M01 (DPS6 Transmission Clutch Shudder / Transmission Input Shaft Seal Warranty Extension) and /or 14M02 (Transmission Control Module Extended Warranty Coverage). Always consult OASIS to determine repairs and coverage that may apply.

NOTE: The following Field Service Action and Technical Service Bulletin include reprogramming the TCM/PCM and clutch adaptive learn strategy updates that are performed in this FSA:

- FSA 14M02
- TSB 16-0129

Therefore, it is not necessary to perform 15B22 separately, and 15B22 will be closed automatically when repairs for either of these programs are performed.

REASON FOR THIS PROGRAM

This customer satisfaction program updates the TCM software in affected vehicles to provide improved detection and overt warning of electrical circuit failures in the TCM.

As communicated in a previous Customer Satisfaction Program (14M02), electrical circuit failures within the TCM may develop and result in intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power. Updating the TCM software will help ensure the vehicle operator is alerted to potential issues with the TCM prior to failure.

SERVICE ACTION

Dealers are to reprogram the TCM using IDS release 114.04 or higher. This service must be performed on all affected vehicles at no charge to the vehicle owner.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles included in this program extension will be notified the week of September 2, 2019. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.
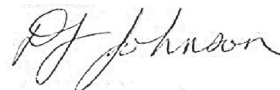
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter

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

Customer Satisfaction Program 15B22 *– Supplement #3*
Certain 2011 through 2015 Model Year Fiesta and 2012 through 2014 Model Year Focus
Vehicles Equipped with a DPS6 Automatic Transmission
Transmission Control Module Reprogramming for Overt TCM Failure Warning

New! OASIS ACTIVATION
OASIS was originally activated on August 16, 2015. *OASIS will be reactivated for vehicles in the program extension on August 14, 2019.*

New! FSA VIN LISTS ACTIVATION
FSA VIN Lists were originally available through https://web.fsavinlists.dealerconnection.com by August 17, 2015. *FSA VIN Lists will be reactivated for vehicles in the program extension on August 14, 2019.* Owner names and addresses will be available after all owner letters are mailed.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

STOCK VEHICLES
Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES
- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES
Affected title branded and salvaged vehicles are eligible for this service action.

ADDITIONAL LABOR TIME AND/OR PARTS
Additional repairs identified as necessary to complete the FSA should be managed as follows:
- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:

OWNER REFUNDS
Refunds are not approved for this program.

RENTAL VEHICLES
The use of rental vehicles is not approved for this program.

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New! **CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: refer to ACESII manual for claims preparation and submission information.
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (15B22) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- PROGRAM TERMS: This program will be in effect through *August 31, 2020*. There is no mileage limit for this program.

NOTE: The following Field Service Action and Technical Service Bulletin include reprogramming the TCM/PCM and clutch adaptive learn strategy updates that are performed in this FSA:

- FSA 14M02
- TSB 16-0129

Therefore, it is not necessary to perform 15B22 separately, and 15B22 should not be claimed, when repairs for either of these programs are performed.

Customer Satisfaction Program 15B22 *– Supplement #3*
Certain 2011 through 2015 Model Year Fiesta and 2012 through 2014 Model Year Focus
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Transmission Control Module Reprogramming for Overt TCM Failure Warning

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Reprogram PCM/TCM and perform Clutch Adaptive Learn Procedure. **NOTE:** Cannot be claimed when labor operations for any of the following programs are claimed: • FSA 14M02 • TSB 16-0129 Claims against either of the above programs will automatically close 15B22.	15B22B	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this repair.

CERTAIN 2011 THROUGH 2015 MODEL YEAR FIESTA AND 2012 THROUGH 2014 FOCUS VEHICLES EQUIPPED WITH A DPS6 AUTOMATIC TRANSMISSION — TRANSMISSION CONTROL MODULE REPROGRAMMING FOR OVERT TCM FAILURE WARNING

OVERVIEW

This customer satisfaction program updates the transmission control module (TCM) software in affected vehicles to provide improved detection and overt warning of electrical circuit failures in the TCM. Electrical circuit failures within the TCM may develop and result in intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power. Updating the TCM software will help ensure the vehicle operator is alerted to potential issues with the TCM prior to failure.

Before delivering any of the vehicles involved in this program, dealers are to reprogram the TCM using IDS release 114.04 or higher.

NOTE: The following Field Service Action and Technical Service Bulletin include reprogramming the TCM/powertrain control module (PCM) and clutch adaptive learn strategy updates that are performed in this FSA:
- FSA 14M02
- TSB 16-0129

Therefore, it is not necessary to perform 15B22 separately, and 15B22 should not be claimed, when repairs for either of these programs are performed.

SERVICE PROCEDURE

1. Reprogram the PCM/TCM to the latest calibration using IDS release 114.04 or later. Ignition MUST be cycled OFF for at least 15-30 seconds following completion of the reprogramming process. See "Module Reprogramming" on Page 2 for additional information.

NOTE: For 2.0L Focus models:

- Prior to running clutch adaptive learning but after PCM/TCM reprogramming, it may be necessary to Start the engine and hold at Wide Open Throttle (WOT) until the temperature gauge reads 1/2 up the gauge display. Once at the appropriate temperature range, Key OFF then Key ON and initiate the clutch adaptive learning routine.

- If there is difficulty completing (passing) clutch adaptive learning, it may be necessary to turn on the headlamps/high beams with blower on high with AC OFF to add load and smooth out the idle.

NOTE: It is important that consistent brake pedal pressure be maintained throughout the learn procedure.

NOTE: Do not turn the steering wheel during the learn procedure.

2. Perform TCM clutch adaptive learning procedure.

      a. Run the engine until the instrument panel temperature gauge is reading between 1/3 and 1/2 of the normal range.
      b. Turn off all electrical accessories including rear defrost, HVAC, etc.
      c. Using the Ford approved diagnostic tool, navigate to the TCM Adaptive Learning sub menu.
      d. Select Clutch.
      e. Follow the instructions displayed on IDS.

3. After reprogramming and clutch adaptive learning are complete, check and adjust the vehicle clock as required.

Module Reprogramming

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.

1. Connect a battery charger to the 12V battery.

2. Reprogram the PCM using IDS release 114.04 or higher.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

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

3. Disconnect the battery charger from the 12V battery, once the reprogramming has completed.

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 driveabilty 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.