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August 14, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **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

REF : **Customer Satisfaction Program 15B22**

Published August 14, 2019

PROGRAM TERMS

This program offers extended warranty coverage of the transmission control module (TCM) for six (6) months from the RO date of TCM reflash under Customer Satisfaction Program 15B22.

This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty, Emissions Warranty, or Customer Satisfaction Program 14M02. This is a one-time repair program. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

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.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

Some vehicles that are reprogrammed under Customer Satisfaction Program 15B22 may soon thereafter alert the driver of a fault in the TCM. Notification may not occur immediately after the TCM is reprogrammed because the fault may be intermittent. This program provides coverage to replace the TCM for six (6) months from the RO open date of TCM reflash under Customer Satisfaction Program 15B22 if the following conditions are met:

- The vehicle is no longer covered under New Vehicle Limited Warranty, Emissions Warranty, or Customer Satisfaction Program 14M02.
- The repair meets the criteria contained in Attachment III.

SERVICE ACTION

If an affected vehicle exhibits this condition and is within the terms of this program, dealers are to replace the TCM. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of September 2, 2019. Dealers should repair any affected vehicles that require TCM replacement consistent with Attachment III and qualify for repairs within the terms of this program, whether or not the customer has received a letter.

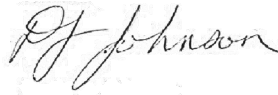
ATTACHMENTS

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

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 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

OASIS ACTIVATION

OASIS will be activated on August 14, 2019.

FSA VIN LISTS ACTIVATION

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

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

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

TITLE BRANDED / SALVAGED VEHICLES

Title branded, salvaged vehicles and vehicles with cancelled warranty coverage are eligible for this program unless emission coverage is explicitly cancelled, as indicated by one of the following OASIS Warranty Cancellation Messages only:

- SCRAPPED UNIT – ALL WARRANTY CANCELLED – TOTAL INCLUDING EMISSIONS
- ALL WARRANTY CANCELLED INCLUDING EMISSIONS

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 August 31, 2020.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with replacing the TCM.

RENTAL VEHICLES

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

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.

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

CLAIMS PREPARATION AND SUBMISSION

- **Program Terms:** This program provides coverage to replace the TCM for six (6) months from the RO open date of TCM reflash under Customer Satisfaction Program 15B22 if the following conditions are met:
 - The vehicle is no longer covered under New Vehicle Limited Warranty, Emissions Warranty, or Customer Satisfaction Program 14M02.
 - The repair meets the criteria contained in Attachment III.

NOTE: All claims will be subject to manual review and chargeback if they do not fall within the terms of this extended coverage program.
- **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 19N07 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: 19N07
 - 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.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
All vehicles – retrieve DTCs only; TCM replacement not required	19N07A	0.3 Hours
Focus Models - Replace Transmission Control Module (includes time to retrieve DTCs)	19N07B	1.0 Hours
Fiesta Models - Replace Transmission Control Module (includes time to retrieve DTCs)	19N07C	1.1 Hours
M-Time for additional diagnosis of Powertrain DTCs P0805, P087A, P090B, P090C, P0901, P0902, P2831, P2832, P2835, P2836, P2837, P285C, P285D, P285E, P2861 or P2862, <u>only where the TCM is the causal part</u> (may only be claimed with either 19N07B or 19N07C)	MT19N07D	Up to 2.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
AE8Z-7Z369-F	TCM (includes 2 new O-ring seals)	1	1

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

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.

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

OVERVIEW

Some vehicles that are reprogrammed under Customer Satisfaction Program 15B22 may soon thereafter alert the driver of a fault in the TCM. Notification may not occur immediately after the TCM is reprogrammed because the fault may be intermittent. This program provides coverage to replace the TCM for six (6) months from the RO open date of TCM reflash under Customer Satisfaction Program 15B22 if the following conditions are met:

- The vehicle is not currently covered under New Vehicle Limited Warranty, Emissions Warranty, or Customer Satisfaction Program 14M02
- The repair meets the criteria contained in Attachment III

If an affected vehicle exhibits this condition and is within the terms of this program, dealers are to replace the TCM.

SERVICE PROCEDURE

TCM Diagnosis

NOTE: A failing or failed TCM will exhibit at least one of the TCM Customer Symptoms **AND** may exhibit one of the Diagnostic Trouble Codes (DTCs) listed below:

TCM Customer Symptom(s)

- Intermittent no-start
- Intermittent vehicle loss of power
- Intermittent loss of transmission engagement while driving
- Message in the message center flashes "Hill Start Assist Not Available"
- Message in the message center indicates "Parking Aid Malfunction/Service Required"
- Transmission gear selector "PRNDL/S" indicator on the instrument cluster blinks or flashes

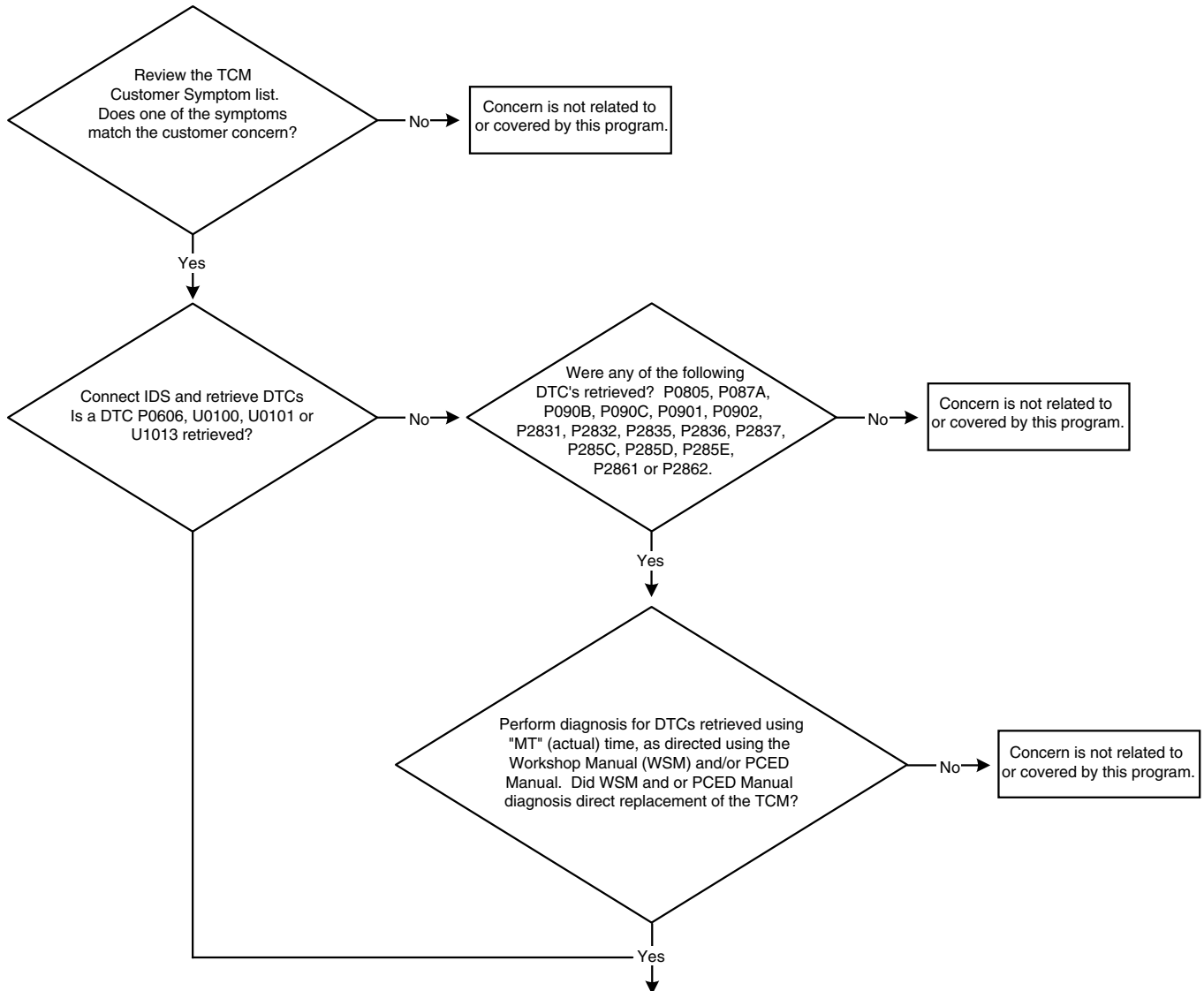
Diagnostic Trouble Code(s)

- P0606 - TCM Internal Failure
- U0100 - Lost Communication With ECM/PCM
- U0101 - Lost Communication With TCM
- U1013 - Invalid Internal Control Module Monitoring Data Received From TCM



Diagnostic Procedure

NOTE: If diagnosis determines the TCM is not the cause of the concern, the cost of diagnosis and repairs will not be covered by this extended coverage program. The customer should be notified of this before proceeding.



Replace the TCM.
Please follow WSM Section 307-01.

Notes:

- Document all DTC's retrieved on the Repair Order.
- Download TCM information to IDS using Programmable Module Installation (PMI) routine before TCM removal.
- Replace the TCM
- Upload the TCM info to the TCM using the PMI routine.
- Perform PCM/TCM Reprogramming procedures using IDS release 114.04 or higher.
- Perform TCM adaptive learning as directed in WSM Section 307-01.
- Clear all DTC's after reprogramming.



Module Reprogramming - General Information

NOTE: Reprogram appropriate vehicle modules 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. Perform reprogramming 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 reprogramming has completed.

Important Information for Module Programming

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. 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.

