



TECHNICAL SERVICE BULLETIN

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

20-2305
01
September
2020

This bulletin supersedes 20-2107. Reason for update: Not Applicable

Model:

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|--------------------------------|---------------------------------|
| Ford 2020 Explorer | Transmission/Transaxle: (10R60) |
| Lincoln 2020 Aviator | Transmission/Transaxle: (10R60) |

Summary

This article supersedes TSB 20-2107 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.

Parts

| Part Number | | Description | Quantity |
|--------------|--|---|----------|
| 7L1Z-7J227-A | Package Contains 2 Pieces, 4 Pieces Required | Fluid Cooler O-Ring Seals | 4 |
| L1MZ-4421-B | - | Front Driveshaft Boot | 1 |
| L1MZ-4676-C | - | Front Axle Seal Kit (Includes O-ring And Circlip) | 1 |
| L1MZ-6L612-A | - | Catalytic Converter Gasket | 1 |
| L1MZ-6L612-B | Package Contains 1 Piece, 2 Pieces Required | Exhaust Gasket | 2 |
| | - | Muffler Inlet Gasket | 1 |

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|--------------|---|---|----|
| L1MZ-9450-A | | | |
| 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-B | - | Front Support Assembly | 1 |
| LP5Z-7A527-A | - | T-3 Shim (2.9 - 3 mm) | 1 |
| LP5Z-7A527-B | - | T-3 Shim (3.05 - 3.15 mm) | 1 |
| LP5Z-7A527-C | - | T-3 Shim (3.2 - 3.3 mm) | 1 |
| LP5Z-7A527-D | - | T-3 Shim (3.35 - 3.45 mm) | 1 |
| LP5Z-7A527-E | - | T-3 Shim (3.5 - 3.6 mm) | 1 |
| LP5Z-7A527-F | - | T-3 Shim (3.65 - 3.75 mm) | 1 |
| LP5Z-7A527-G | - | T-3 Shim (3.8 - 3.9 mm) | 1 |
| LP5Z-7A527-H | - | T-3 Shim (3.95 - 4.05 mm) | 12 |
| LP5Z-7A527-J | - | T-3 Shim (4.1 - 4.2 mm) | 1 |
| LP5Z-7A527-K | - | T-3 Shim (4.25 - 4.35 mm) | 1 |

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|---------------|--|---|-----------|
| LP5Z-7B066-E | - | A Clutch Apply Plate (3.55 - 3.75 mm) | 1 |
| LP5Z-7B066-F | - | A Clutch Apply Plate (3.75 - 3.95 mm) | 1 |
| LP5Z-7B066-G | - | A Clutch Apply Plate (3.95 - 4.15 mm) | 1 |
| LP5Z-7B066-H | - | A Clutch Apply Plate (4.15 - 4.35 mm) | 1 |
| LP5Z-7B066-J | - | A Clutch Apply Plate (4.35 - 4.55 mm) | 1 |
| LP5Z-7B066-K | - | A Clutch Apply Plate (4.55 - 4.75 mm) | 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 |

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

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) | 202305A | 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) | 202305B | 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) | 202305C | 8.1 Hrs. |
| 2020 Explorer 4WD 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) | 202305D | 8.7 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) | 202305E | 7.8 Hrs. |

Repair/Claim Coding

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|-----------------|-------|
| Causal Part: | 7N169 |
| Condition Code: | 07 |

Service Procedure

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

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.