



## TECHNICAL SERVICE BULLETIN

### 8F35 Transmission - Shudder/Buck/Jerk While Driving Up To 35 MPH (57 Km/H) - Built On Or Before 11-Mar-2021

**21-2081**

 18 March  
2021

**Model:**

<b>Ford</b> 2019-2021 Edge	Transmission/Transaxle: (8F35)
<b>Lincoln</b> 2019-2020 Nautilus	Transmission/Transaxle: (8F35)

**Issue:** Some 2019-2021 Edge and 2019-2020 Nautilus vehicles built on or before 11-Mar-2021 and equipped with a 8F35 transmission may exhibit a shudder/buck/jerk while driving up to 35 mph (57 km/h). This may be due to the software in the powertrain control module (PCM). To correct this condition, follow the Service Procedure steps to reprogram the PCM and the transmission solenoid strategy.

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

- 2019-2021 Edge or 2019-2020 Nautilus
- Built on or before 11-Mar-2021
- 8F35 transmission
- Shudder/buck/jerk while driving up to 35 mph (57 km/h)

**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
2019-2021 Edge, 2019-2020 Nautilus 8F35 Transmission: Reprogram The PCM/TCM And Update The Transmission Strategy Following The Service Procedure (Do Not Use With Any Other Labor Operations)	212081A	0.9 Hrs.

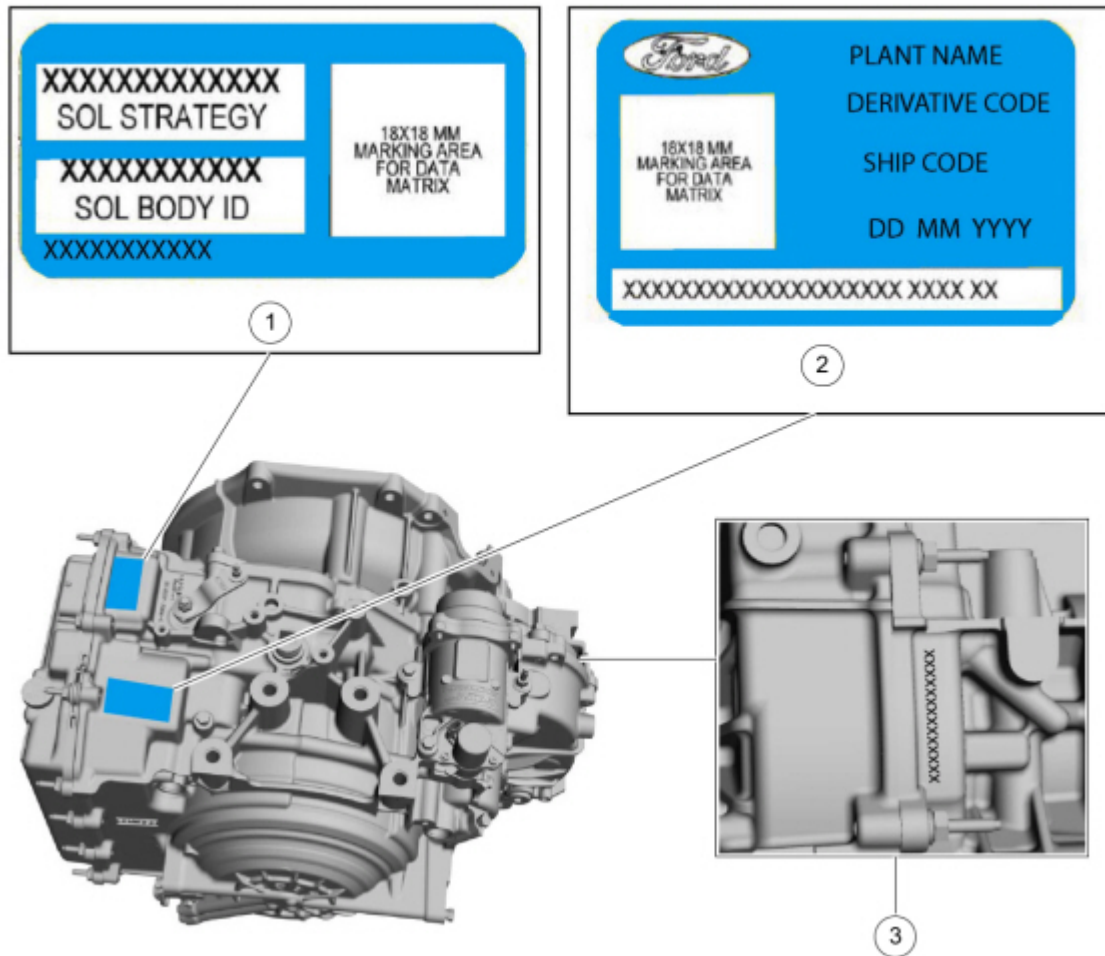
**Repair/Claim Coding**

Causal Part:	RECAL
Condition Code:	04

**Service Procedure**

1. Reprogram the PCM using the latest software level of the appropriate Ford scan tool.
2. Identify the transmission solenoid strategy number located on the transmission case. (Figure 1)

Figure 1



E268330

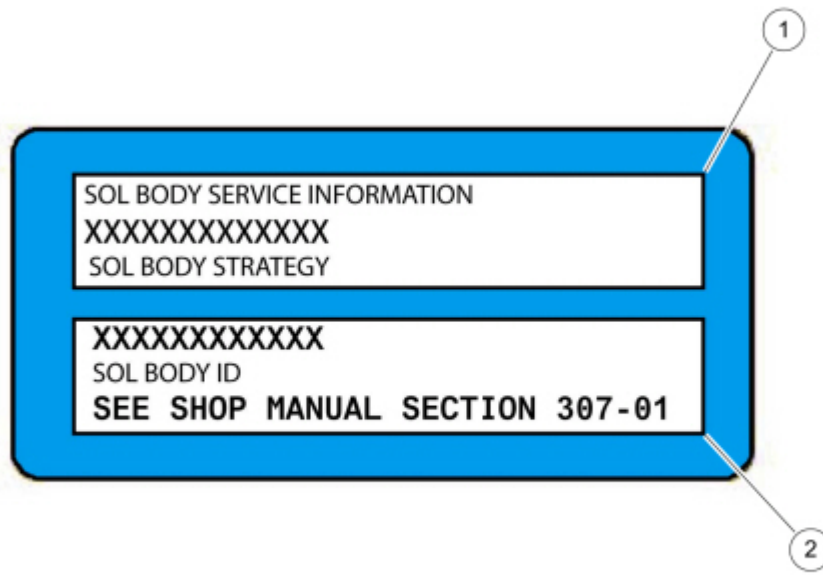
3. Utilizing the transmission solenoid strategy 13-digit number, reprogram the solenoid strategy following the Transmission Strategy Download procedure. Refer to Workshop Manual (WSM), Section 307-01A.

(1). For vehicles that have a solenoid strategy replacement sticker installed, select the routine titled Main Control Replacement to complete the procedure. Refer to Figure 2 for replacement sticker verification.

(2). For all other vehicles select Module Replacement PCM/TCM.

**NOTE: Advise the customer that 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.**

Figure 2



E297376

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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.