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Ford Motor Company
 P. O. Box 1904
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May 4, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 14M02 - Supplement #7**
 Certain 2011 through 2015 Model Year Fiesta and 2012 through 2016 Model Year Focus Vehicles Equipped with a DPS6 Automatic Transmission Transmission Control Module Extended Warranty Coverage

REF: **Customer Satisfaction Program 14M02 - Supplement #6**
 Dated November 7, 2022

REF: **Technical Service Bulletin (TSB) 16-0129**
 Dated September 26, 2016

New! REASON FOR THIS SUPPLEMENT

- *Due to ongoing limited part availability, program terms have been revised.*
- *Vehicle pickup & delivery has been added.*
- *Labor allowance table has been updated.*
- *Additional repairs updated.*
- *Added Attachment VI Mobile Repair/Vehicle Pickup and Delivery Record.*
- *Added Attachment VII Mobile Repair Assessment.*

New! PROGRAM TERMS

Ford is extending the warranty coverage on the DPS6 automatic transmission TCM to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This extended warranty coverage will address intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power. Coverage is automatically transferred to subsequent owners.

For vehicles still covered by the original 14M02 program coverage terms, no changes apply. For vehicles that have already exceeded either the time or mileage limits, Ford is offering a one-time replacement of the TCM through June 30, 2025.

NOTE: This program DOES NOT apply to vehicles that qualify for repairs under New Vehicle Limited Warranty Powertrain coverage or Emissions Warranty coverage. Repairs for vehicles covered by New Vehicle Limited Warranty or Emissions Warranty should be claimed following Warranty & Policy Manual guidelines. Refer to TSB 16-0129 for repairs covered by the New Vehicle Limited Warranty or Emissions Warranty.

NOTE: Limited coverage is available for long-term rental coverage, using 21A08.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta equipped with DPS6 Automatic Transmission	2011-2015	Cuautitlan	November 3, 2009 through June 30, 2015
Focus equipped with DPS6 Automatic Transmission	2012-2016	Michigan	August 1, 2010 through November 5, 2015

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED COVERAGE

Some of the affected vehicles may exhibit intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power. These symptoms are usually accompanied by a "Check Engine" light illuminated on the instrument cluster. These concerns may be caused by electrical circuit failures within the TCM. If the transmission is not serviced, these symptoms may become more frequent and of longer duration.

SERVICE ACTION

If an affected vehicle exhibits intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power **AND** it is determined the TCM is the casual part, dealers are authorized to replace the TCM under this program. This program coverage begins after the expiration of the New Vehicle Limited Warranty Powertrain coverage and Emissions Warranty coverage. This service must be performed at no charge to the vehicle owner.

NOTE: As of August 4, 2015, vehicles repaired under 14M02 do not require the completion of 15B22 (if open in OASIS). A claim to 14M02 will automatically close 15B22.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner notification began on February 21, 2015. Owners of Focus vehicles that were added to the program population were notified beginning the week of February 13, 2017. *Owner letters advising customers of the revised program terms are expected to start mailing the week of May 8, 2023.* Dealers should repair any affected vehicles that exhibit the covered condition whether or not the customer has received a letter.

New! ATTACHMENTS

- Attachment I: Administrative Information*
- Attachment II: Labor Allowances and Parts Ordering Information*
- Attachment III: Technical Information
- Attachment IV: Dealer Q & A
- Attachment V: DPS6 Extended Warranty Program Coverage Summary
- Attachment VI: Vehicle Pickup & Delivery Record*
- Attachment VII: Mobile Service Repair Assessment*
- 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 System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Stacy L. Balzer

Customer Satisfaction Program 14M02 - Supplement #7

Certain 2011 through 2015 Model Year Fiesta and 2012 through 2016 Model Year Focus Vehicles
Equipped with a DPS6 Automatic Transmission
Transmission Control Module Extended Warranty Coverage

New! MOBILE SERVICE REPAIR ASSESSMENT LEVEL

Ⓢ - Not Mobile Service Capable

OASIS ACTIVATION

OASIS was activated on February 20, 2015. OASIS was activated for the additional vehicles added to the population on February 7, 2017.

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.

STOCK VEHICLES

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

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

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 November 30, 2023.
- 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. There is no expiration date for emergency repair refunds. 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 transmission control module replacement due to loss of transmission engagement, no-start, or a lack of power.

RENTAL VEHICLES

If a customer's vehicle requires the replacement of the transmission control module and it is necessary to order parts, dealers are pre-approved for up to 1 day 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 1 rental day is required from the SSSC via the SSSC Web Contact Site.

For Long-term rental due to TCM Backorders (Base/Powertrain/Emission/Cust Sat), submit a request to the SSSC under FSA 21A08 using contact type APPROVAL REQUEST.

New! PICK-UP AND DELIVERY

All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service (at participating dealers).

- *Dealers participating in the Remote Experience Program - Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.*
- *Dealers NOT participating in the Remote Experience Program - Dealers are authorized to claim unique services for completing this program, including:*
 - *Dealers are authorized to claim one-half labor hour per repair for vehicle pick-up and delivery services.*

Dealers must retain a Vehicle Pick-up and Delivery Record with the repair order documentation. Refer to the Claims Preparation and Submission section and Attachment VI for details.

ALTERNATIVE TRANSPORTATION

If a customer is unable or does not wish to rent a vehicle but still requires transportation, the rental reimbursement allowance can be used for alternative transportation. Alternative transportation is approved for \$100 per day for both Ford and Lincoln customers. The dollar-per-day allowance can be cumulative across multiple rides per day (e.g., ride to work \$20 and ride home \$24).

- Alternative transportation reimbursement can be claimed for both short-term and long-term scenarios.
- Any amount more than the cost-per-day limits will be the customer's responsibility.
- The customer will need to pay upfront and provide proof of payment to the dealer.

Customer Satisfaction Program 14M02 - Supplement #7

Certain 2011 through 2015 Model Year Fiesta and 2012 through 2016 Model Year Focus Vehicles
Equipped with a DPS6 Automatic Transmission
Transmission Control Module Extended Warranty Coverage

ALTERNATIVE TRANSPORTATION (continued)

- Dealers will then need to submit for reimbursement following the Rental Vehicle Reimbursement Process and then refund the customer.

Examples of alternative transportation:

- Taxi
- Public Transportation - Subway, Train, or Bus
- Rideshare alternatives (Uber, Lyft, etc.)

New! 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.*
- *SSSC photo submission is required for prior approval for any related damage claims.*
- 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:
 - Ford vehicles – 3 years or 36,000 miles
- 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.

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 (14M02) is the sub code.
- Additional diagnostic time MT14M02D (up to 2.0 hours) may be claimed on the same repair line that the FSA is claimed on (prior approval is not required).
 - All Diagnostic Trouble Codes (DTCs) that are retrieved must be documented in the Powertrain DTC fields on the diagnostic code entry screen in order to claim additional diagnostic time.
- Additional labor and/or parts other than additional diagnostic time MT14M02D must be claimed as related damage on a separate repair line from which the FSA is claimed.
- Submit refunds on a separate repair line.

- Program Code: 14M02	- 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.
- PROGRAM TERMS: For vehicles that exhibit intermittent concerns of loss of transmission engagement while driving, no-start, or a lack of power, this program extends the coverage of the Transmission Control Module (TCM) to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded either the time or the mileage limits, this coverage will last through June 30, 2025.
- This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty or Emissions Warranty. Repairs for vehicles covered by New Vehicle Limited Warranty or Emissions Warranty should be claimed following Warranty & Policy Manual guidelines. Refer to TSB 16-0129 for additional details. If the vehicle is beyond Powertrain Coverage of the New Vehicle Limited Warranty and Emissions Warranty but is covered by an Extended Service Plan (ESP), claim repairs to this program (FSA 14M02) instead of the ESP Plan.

Customer Satisfaction Program 14M02 - Supplement #7

Certain 2011 through 2015 Model Year Fiesta and 2012 through 2016 Model Year Focus Vehicles
Equipped with a DPS6 Automatic Transmission
Transmission Control Module Extended Warranty Coverage

New! CLAIMS PREPARATION AND SUBMISSION (continued)

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

Rental Vehicle Reimbursement

- For Long-Term (greater than one day) rental due to TCM backorders, including:
 - Base Bumper to Bumper Warranty
 - Powertrain Warranty
 - Emissions Warranty
 - Customer Satisfaction Field Service Actions
- Submit a rental request to the SSSC using FSA Contact Type APPROVAL REQUEST.
 - Long-Term rentals requests require SSSC approval and must include the following:
 - A copy of the emergency order
 - A copy of the COPIS ticket showing VIN as VOR
- If SSSC approval was provided under program number 21A08, eligible rental expenses and the administrative fee should be claimed on an RO line that is separate from the repair.
 - Use Misc. Expense Code “RENTAL” for the rental expenses.
 - Use sub code 21A08 on the claim.
 - The maximum number of days that can be requested on one RO line is 30 days.
 - Rental extensions beyond the initial 30-day request must be submitted to SSSC for approval and require BOHOLD confirmation.
- **NOTE:** Cancel 30 Day Limit [policy]:
 - Emergency ordered parts will auto-cancel after 30 days if not saved on the BOHOLD screen. Please see page 59 for Backorder Hold Screen instructions. Saving the order on BOHOLD keeps the original backorder date of the order. When stock becomes available the depots will ship oldest dates first and the order will stay active until it is either shipped or cancelled by you.
 - To place a part on BOHOLD:
 - Click the Update button
 - If you choose not to hold the part, select the N from the drop-down menu in front of the part and it will cancel or do nothing to the part and the system will auto-cancel once it reaches the 30 day auto-cancel time limit.
 - Click the Update button. If done correctly a Y will appear in the Held Column.

****NOTE** – The emergency backordered part will not show up on the BOHOLD Screen until the order has been on emergency backorder for 23+ days. We recommend checking the BOHOLD Screen at least once a week to ensure backorders are held if desired.

- **Provision for using non-Ford parts:**
 - ONLY vehicles outside of or exceeding the 8 years/80,000-mile emissions warranty coverage period are eligible.
 - Program Code: 14M02
 - Misc. Expense: FSAOSP
 - Amount:
 - Up to \$400.00 for a used Ford Motor company, refurbished Ford Motor Company, or aftermarket TCM.
 - For a TCM that exceed the above limits, please submit an exception request to the SSSC for consideration. Any amount exceeding \$400.00 will require an approval code for claim payment.
- **NOTE:** Vehicles that are still covered by the 8 years/80,000-mile emissions warranty coverage **MUST** be serviced with a NEW Ford Motor Company TCM.

Customer Satisfaction Program 14M02 - Supplement #7
Certain 2011 through 2015 Model Year Fiesta and 2012 through 2016 Model Year Focus Vehicles
Equipped with a DPS6 Automatic Transmission
Transmission Control Module Extended Warranty Coverage

New! CLAIMS PREPARATION AND SUBMISSION (continued)

- **Pickup & Delivery:**
 - *Dealers participating in the Remote Experience Program - Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.*
 - *Dealers **NOT** participating in the Remote Experience Program - Dealers are authorized to claim unique services for completing this program, including:*
 - *Dealers are authorized to claim one-half labor hour per repair for vehicle pick-up and delivery services.*
 - *Dealers must retain a Vehicle Pick-up and Delivery Record with the repair order documentation.*

Customer Satisfaction Program 14M02 - Supplement #7

Certain 2011 through 2015 Model Year Fiesta and 2012 through 2016 Model Year Focus Vehicles
Equipped with a DPS6 Automatic Transmission
Transmission Control Module Extended Warranty Coverage

New! LABOR ALLOWANCES

NOTE: This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty or Emissions Warranty. Repairs for vehicles covered by New Vehicle Limited Warranty or Emissions Warranty should be claimed following Warranty & Policy Manual guidelines. Refer to TSB 16-0129 for additional details.

Description	Labor Operation	Labor Time
All vehicles – retrieve DTCs only; TCM replacement not required	14M02A	0.3 Hours
Focus Models - Replace Transmission Control Module (includes time to retrieve DTCs) (Closes FSA 15B22 if open) <i>(Only for vehicles within 10 year /150,000 mile coverage)</i>	14M02B	1.0 Hours
Fiesta Models - Replace Transmission Control Module (includes time to retrieve DTCs) (Closes FSA 15B22 if open) <i>(Only for vehicles within 10 year /150,000 mile coverage)</i>	14M02C	1.1 Hours
ONLY for vehicles that have already exceeded either the time or mileage limits Focus Models - Replace Transmission Control Module (includes time to retrieve DTCs) (Closes FSA 15B22 if open)	14M02E	1.0 Hours
ONLY for vehicles that have already exceeded either the time or mileage limits Fiesta Models - Replace Transmission Control Module (includes time to retrieve DTCs) (Closes FSA 15B22 if open)	14M02F	1.1 Hours
Vehicle Pick-up and Delivery Allowance: NOTE: This allowance is for dealer-performed vehicle pick-up/delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired. <i>(Non-Remote Experience participating dealers ONLY)</i>	14M02PP	0.5 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 14M02B, 14M02C, 14M02E, 14M02F, 14M02PP)	MT14M02D	Up to 2.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity
AE8Z-7Z369-F	Transmission Control Module (includes TCM seals)	1
Used Original Equipment Ford or Refurbished Original Equipment Ford or Aftermarket TCM*	<ul style="list-style-type: none"> Vehicles that are still covered by the 8 years/80,000-mile Emissions warranty coverage MUST be serviced with a NEW Ford Motor Company TCM. Vehicles outside of or exceeding the 8 years/80,000-mile coverage are authorized to use a used Ford Motor Company TCM, a refurbished original Ford TCM, or an aftermarket TCM that will successfully complete the required Ford software updates. 	Claim as FSAOSP up to \$400 (Includes markup)

*Any TCM used must successfully accept the latest Ford TCM software.

The DOR/COR number for this program is 50579.

Customer Satisfaction Program 14M02 - Supplement #7

Certain 2011 through 2015 Model Year Fiesta and 2012 through 2016 Model Year Focus Vehicles
Equipped with a DPS6 Automatic Transmission
Transmission Control Module Extended Warranty Coverage

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed and must have a COPIS ticket showing VIN as VOR.

IMPORTANT: At the time of publishing, parts are not available in sufficient quantities to service all of the affected vehicles and therefore backorders may occur. Backorders will cancel on the 30th day if not placed "on hold". Be sure to retain backorders via DOES II (BOHOLD screen) or DOW (Backorder Hold screen) to prevent the backorder from being cancelled.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations.

EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021, or later must be inspected and signed off on the repair order by a member of your dealer fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).

PARTS REQUIREMENTS / ORDERING INFORMATION

- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.
- **Note:** Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

Customer Satisfaction Program 14M02 - Supplement #7
Certain 2011 through 2015 Model Year Fiesta and 2012 through 2016 Model Year Focus Vehicles
Equipped with a DPS6 Automatic Transmission
Transmission Control Module Extended Warranty Coverage

MOBILE REPAIR / VEHICLE PICK-UP AND DELIVERY RECORD

VIN _____ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for the 14M02 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Customer Satisfaction Program 14M02 - Supplement #7

Certain 2011 through 2015 Model Year Fiesta and 2012 through 2016 Model Year Focus
Vehicles Equipped with a DPS6 Automatic Transmission
Transmission Control Module Extended Warranty Coverage













Mobile Service Repair Assessment

The following assessment will be used to indicate how mobile friendly a program is.


Dealer Bulletin



This system may be broken down by labor operations or models. If the program has an inspection followed by a potential repair, then the assessment level will be broken down into an inspection assessment level and a repair assessment level to show the mobile friendliness of the repair on the vehicle. If the program has multiple repair options (determined by model, model year or options) then the assessment level will also be determined by the options to show the mobile friendliness of the repair on the vehicle.

Assessment Levels

-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not Mobile Service Capable




Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

Customer Satisfaction Program 14M02 - Supplement #7

Certain 2011 through 2015 Model Year Fiesta and 2012 through 2016 Model Year Focus
Vehicles Equipped with a DPS6 Automatic Transmission
Transmission Control Module Extended Warranty Coverage

   – Enhanced Mobile Service

- ***Anytime a procedure requires work under the vehicle to have a two-person process***
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

Note: Wheel lock maybe required.

    – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

 – Not Mobile Service Repair Capable

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle

Customer Satisfaction Program 14M02 – Supplement #7

Certain 2011 through 2015 Model Year Fiesta and 2012 through 2016 Model Year Focus Vehicles
Equipped with a DPS6 Automatic Transmission
Transmission Control Module Extended Warranty Coverage

DEALER Q & A

Ford is initiating a customer satisfaction program to extend the warranty for the Transmission Control Modules in certain 2011-2015 MY Ford Fiesta and 2012-2016 MY Focus vehicles equipped with the PowerShift 6-speed (DPS6) automatic transmission. Some of the affected vehicles may exhibit intermittent symptoms of loss of transmission engagement, no-start, or a lack of power. These symptoms are usually accompanied by a “Check Engine” light illuminated on the instrument cluster. These concerns may be caused by electrical circuit failures within the transmission control module. This program extends the coverage of the Transmission Control Module to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded either the time or mileage limits, Ford is offering a one-time replacement of the TCM through June 30, 2025. Coverage is automatically transferred to subsequent owners. Customers who have previously paid for this repair are eligible for reimbursement until November 30, 2023.

Q1. Are all Fiesta and Focus vehicles involved in this extended warranty coverage program?

A. No, this extended warranty program only applies to vehicles equipped with the DPS6 PowerShift 6-Speed Automatic Transmission. Vehicles equipped with a manual transmission are not included in this program.

Q2. What is the issue?

A. Some of the affected vehicles may exhibit intermittent symptoms of loss of transmission engagement, no-start, or a lack of power. These symptoms are usually accompanied by a Check Engine light illuminated on the instrument cluster.

Q3. What causes this issue?

A. These concerns may be caused by electrical circuit failures within the transmission control module.

Q4. Can there be other causes for this issue?

A. Yes, intermittent symptoms of loss of transmission engagement, no start, lack of power, and illumination of the check engine light may be caused by many concerns that are not related to the transmission control module.

Q5. Why are customers receiving an extended warranty?

A. Customers are receiving a warranty extension for added peace of mind.

Q6. If a vehicle exhibits these symptoms but diagnosis indicates that it is not caused by the transmission control module, is the repair covered?

A. No. There can be many causes for the symptoms that are described. If diagnosis indicates that the transmission control module is not the causal component, diagnosis and repairs are not covered under this program.

Customer Satisfaction Program 14M02 – Supplement #7

Certain 2011 through 2015 Model Year Fiesta and 2012 through 2016 Model Year Focus Vehicles
Equipped with a DPS6 Automatic Transmission
Transmission Control Module Extended Warranty Coverage

Q7. Is this issue related to the existing extended warranty coverage program 14M01 for leaking transmission input shaft seals that was released last year?

A. No. While many vehicles are included in both programs, the components covered in each are unrelated. This extended warranty program and 14M01 are designed to ensure peace of mind and customer satisfaction related to the transmission control module, software calibration, clutch, and potentially leaking transmission input shaft seals.

Q8. Will this action fix the complaint many customers are having about shift quality?

A. While the transmission can have a unique feel compared to a traditional automatic, it offers customers both fuel efficiency and performance benefits. This extended warranty program and 14M01 are designed to ensure peace of mind and customer satisfaction related to the transmission control module, software calibration, clutch, and potentially leaking transmission input shaft seals. They are not designed to address the potentially unique shift feel of the PowerShift Transmission.

Q9. How confident are you that this repair will resolve this issue?

A. We expect the repair will address this issue. If our customers experience additional symptoms related to this Transmission Control Module issue, the extended warranty will cover them for 10 years or 150,000 miles.

Q10. Are vehicles currently in production affected?

A. Fiesta vehicles produced on or before June 30, 2015 and Focus vehicles produced on or before November 5, 2015 are included in this program. Ford has made updates to modules in vehicles currently being produced, and will continue to monitor warranty data.



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

May 2023

Customer Satisfaction Program 14M02

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?



Service Engine Soon indicator

For your peace of mind, Ford Motor Company is extending the warranty coverage on the transmission control module (TCM). This increases the TCM warranty coverage to a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first.

NOTE: Your vehicle may exhibit symptoms of intermittent loss of transmission engagement while driving, no-start, or lack of power, usually accompanied by an illuminated Service Engine Soon indicator on the instrument cluster.

If your vehicle has already exceeded either time or mileage limits listed above, Ford is offering a one-time replacement of the TCM through June 30, 2025. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If your vehicle's TCM requires replacement and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the TCM free of charge (parts and labor).

How long will it take?

If the TCM requires replacement, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair.

What should you do?

You do not need to return to your dealer for this repair unless your vehicle exhibits intermittent loss of transmission engagement while driving, no-start, lack of power, or an illuminated Service Engine Soon indicator. Please keep this letter as a reminder of the extended warranty coverage for your TCM. If your TCM requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Provide the dealer with the VIN of your vehicle and request a service date for Customer

- What should you do? (continued)** Satisfaction Program 14M02. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge. If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions. NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.
- Have you previously paid for this repair?** If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before November 30, 2023. To avoid delays, do not send receipts to Ford Motor Company.
- What if you no longer own this vehicle?** If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner.
- Can we assist you further?** If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. **RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is ford.com/support. For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00 AM – 8:00 PM (Eastern Time). **FLEET OWNERS:** If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is fleet.ford.com. Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division

CERTAIN 2011 THROUGH 2015 MODEL YEAR FIESTA AND 2012 THROUGH 2016 MODEL YEAR FOCUS VEHICLES EQUIPPED WITH A DPS6 AUTOMATIC TRANSMISSION — TRANSMISSION CONTROL MODULE EXTENDED WARRANTY COVERAGE

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

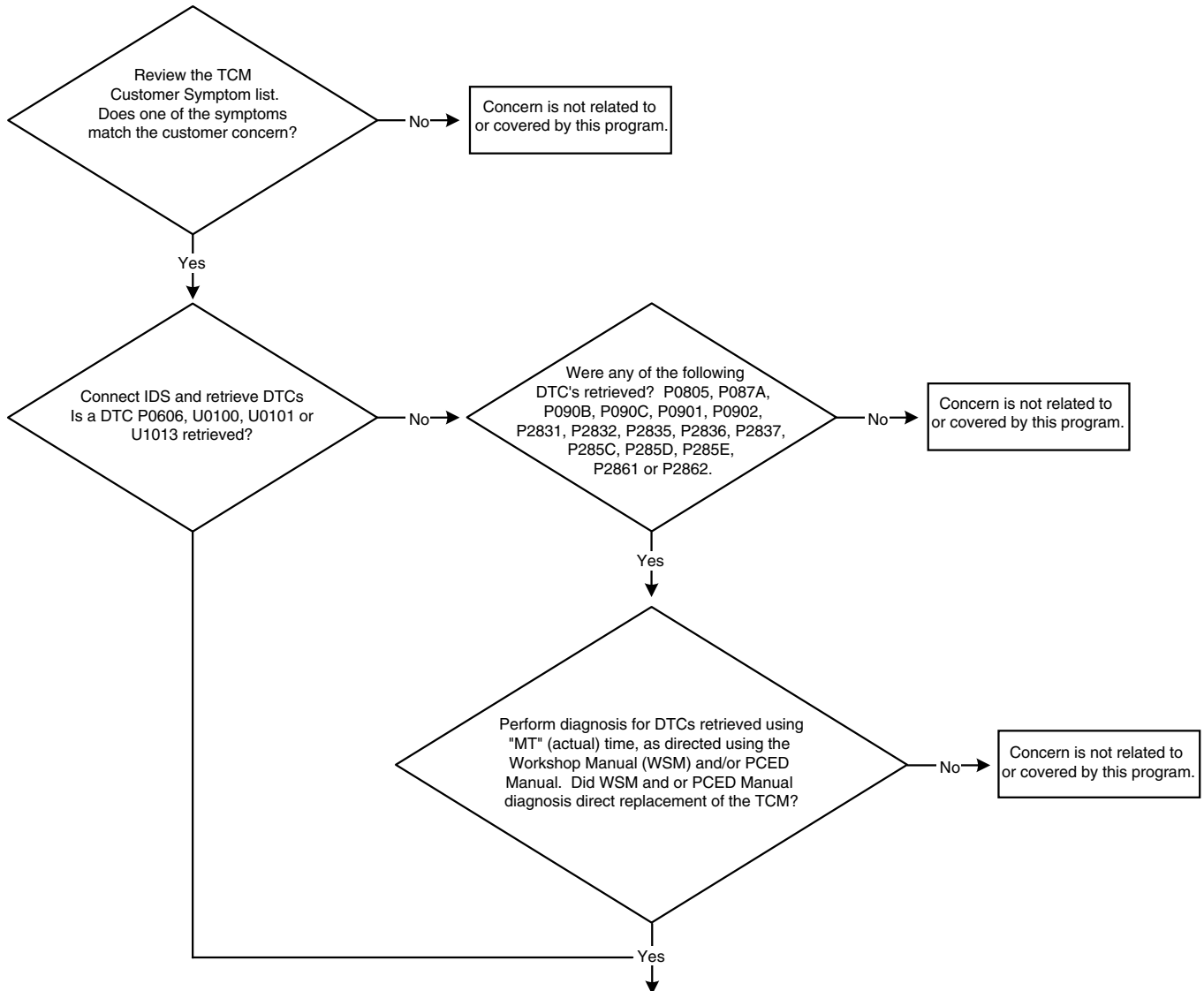
Diagnostic Trouble Code(s)

- 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, only the cost of diagnostic time to retrieve DTCs will 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 reprogramming. 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 96.03 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.

