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Ford Motor Company
 P. O. Box 1904
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May 26, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 22N12 – Supplement #1**
 Certain 2015-2018 Model Year Edge, 2019-2020 Fusion and MKZ Vehicles Equipped with a 2.0L EcoBoost Engine and 6F35 Transmission
 Rattle Noise at the Transmission Bellhousing Area – Flexplate Cracks

REF: **Customer Satisfaction Program 22N12**
 Certain 2015-2018 Model Year Edge, 2019-2020 Fusion and MKZ Vehicles Equipped with a 2.0L EcoBoost Engine and 6F35 Transmission
 Rattle Noise at the Transmission Bellhousing Area – Flexplate Cracks

New! REASON FOR THIS SUPPLEMENT

- *Aftermarket torque converters are no longer approved for this program, Ford part number DG9Z-7902-H is readily available*
- *Customers will be mailed a second owner letter in June 2023*
- *Added Attachment IV Mobile Repair Assessment*
- *Added Pick-up and Delivery information for Participating Dealers*
- *Updated Technical Instructions, Verbal Authorization needed prior to parts being ordered by SSSC*

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) to the flexplate, transmission fluid pump, and torque converter for:

Until February 28, 2023 all vehicles have 100% coverage (regardless of time or mileage).

Starting March 1, 2023 the following coverages are available:

- 100% coverage – Up to 10 years of service, and 100,000 miles from the warranty start date of the vehicle, whichever occurs first.
- 50% coverage – Up to 10 years of service, and between 100,000 and 120,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

Coverage is automatically transferred to subsequent owners.

New! VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Edge	2015-2018	Oakville	July 25, 2014 through September 4, 2018
Fusion	2019-2020	Hermosillo	December 8, 2017 through July 31, 2020
MKZ	2019-2020	Hermosillo	December 12, 2017 through July 31, 2020

US population of affected vehicles: 350,347. Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

In some of the affected vehicles, a cracked flexplate may cause a rattling noise at start up and/or while driving the vehicle. The rattling noise may vary with vehicle operation and is most apparent with transmission in drive at idle speed. Some customers may also feel a powertrain vibration, encounter an inability to start the engine, or experience a loss of motive power while driving.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to inspect the flexplate for cracks using a borescope per the technical instructions. If the flexplate is cracked, the flexplate, transmission fluid pump, and torque converter will be replaced. This service must be performed at no charge to the vehicle owner.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters were previously mailed the week of September 12, 2022. *A second owner letter will be mailed the week of June 12, 2023.* Dealers should repair any affected vehicles that arrive at their dealerships, 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: Mobile Repair Assessment

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 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

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New! MOBILE SERVICE REPAIR ASSESSMENT LEVEL

All repairs in this program have the following assessment level.

Ⓢ - Not Mobile Service Capable

OASIS ACTIVATION

OASIS will be activated on August 26, 2022.

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

Vehicles with cancelled warranties are not 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 March 31, 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. 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 a cracked flexplate.

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RENTAL VEHICLES

- **PASS INSPECTION:** Vehicles that pass the inspection (flexplate is not cracked) are **NOT** affected and are not approved for rental vehicles. Refer to the 22N12 technical instructions for additional information.
- **FAIL INSPECTION, Parts are available:** Vehicles that fail the inspection (flexplate is cracked) are pre-approved for up to two days 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 two rental day(s) is required from the SSSC via the SSSC Web Contact Site.
 - **If Parts are NOT available, contact SSSC for consideration and approval:**
 - ✓ Flexplate, transmission fluid pump, or torque converter is on back-order.
 - An aftermarket torque converter may be purchased if the Ford part number is on back-order.
 - ✓ PARTS ESCALATION PROCESS (Vehicle Off Road) process has been followed and COPIS ticket with VOR flagged has been submitted.
 - ✓ Prior approval is required from the SSSC, submit contact type long-term rental for consideration and approval if appropriate.
- **A ten-digit prior-approval code is required from the SSSC for rental vehicles,** a new approval code is required from SSSC every 30 days.
- Follow Extended Service Plan (ESP) guidelines for dollar amounts. Prior approval is required from the SSSC.

New! PICK-UP AND DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- *Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.*
- *All customers affected by this program have the option of complimentary Vehicle Pick-up & Delivery service.*

LINCOLN PICKUP AND DELIVERY

Owners of 2017 MY and newer Lincoln vehicles have the option of requesting pickup and delivery service with a Lincoln loaner (up to 2 days), from their dealership. For details, reference EFC08749, 2021 Lincoln Pickup & Delivery Updates. Claim any additional rental days approved by the SSSC as instructed. Claim the difference of pre-approved days, or any additional rental days approved by the SSSC as instructed.

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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 within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the Related Damage radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 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.

CLAIMS PREPARATION AND SUBMISSION

- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 22N12 if vehicle is still within time and mileage limits.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action. The FSA number 22N12 is the sub code.
 - Customer Concern Code (CCC): P59 = Other Automatic Transmission Troubles
 - Condition Code (CC): 01 = Broken/Cracked
 - Causal Part Number: 6375 = Flywheel Assembly
 - Part Quantity: 0
 - 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.

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New! LABOR ALLOWANCES

The use of aftermarket torque converters is no longer approved, interim labor operation codes have been deleted from the program.

Vehicles	Description	Labor Operation	Labor Time
2015-2018 Edge AWD/FWD	Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection – Pass Flex Plate is not cracked	22N12B	1.3 Hours
2015-2018 Edge AWD	Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection – Flex plate is cracked Transmission R&I, replace flex plate, transmission fluid pump, and torque converter only	22N12C	10.5 Hours
2015-2018 Edge FWD	Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection - Flex plate is cracked Transmission R&I, replace flex plate, transmission fluid pump, and torque converter only	22N12D	9.3 Hours
2019-2020 MKZ AWD/FWD	Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection – Pass Flex Plate is not cracked	22N12E	1.9 Hours
2019-2020 MKZ AWD	Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection - Flex plate is cracked Transmission R&I, replace flex plate, transmission fluid pump, and torque converter only	22N12F	11.8 Hours
2019-2020 MKZ FWD	Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection - Flex plate is cracked Transmission R&I, replace flex plate, transmission fluid pump, and torque converter only	22N12G	10.1 Hours
2019-2020 Fusion AWD/FWD	Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection – Pass Flex Plate is not cracked	22N12H	1.9 Hours
2019-2020 Fusion AWD	Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection - Flex plate is cracked Transmission R&I, replace flex plate, transmission fluid pump, and torque converter only	22N12J	11.7 Hours
2019-2020 Fusion FWD	Follow tech instructions to confirm cracked flex plate, Includes starter remove/install and bore scope inspection - Flex plate is cracked Transmission R&I, replace flex plate, transmission fluid pump, and torque converter only	22N12K	9.9 Hours

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LABOR ALLOWANCES (continued)

All Vehicles <u>without lane departure</u>	Correct front toe (Cannot be claimed with 22N12B, 22N12E, and 22N12H)	22N12L	0.6 Hours
All Vehicles <u>with lane departure</u>	Correct front toe (Cannot be claimed with 22N12B, 22N12E, and 22N12H)	22N12M	0.8 Hours
All	Time allowed to submit photos of cracked flexplate (does not close recall)	22N12ZZ	0.2 Hours

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New! PARTS REQUIREMENTS / ORDERING INFORMATION

SSSC Web Contact Site:

Parts are not yet available to repair all vehicles. Until parts are available to repair all vehicles, dealers may only order parts and repair vehicles, which are customer-owned vehicles currently in the dealership.

- To place an order for the following parts, submit a VIN-specific Part Order contact via the SSSC Web Contact Site - three or more photos are required:
 - Door label with VIN
 - Odometer showing mileage of vehicle
 - Review the technical instructions and provide photos as requested for a **cracked flexplate.**
- All three parts should be ordered if the flexplate is cracked.
- If the flexplate is not cracked, none of the three parts will be replaced.

Vehicles	Part Number	Description	Order Quantity	Claim Quantity
All	1S7Z-6375-D	Flexplate	1	1
All	9L8Z-7A103-J	Transmission Fluid Pump	1	1
All	DG9Z-7902-H	Torque Converter <i>Note: Aftermarket torque converters are no longer approved for this program</i> <i>This part is shipped directly from the supplier, current stock levels are not visible in Ford Parts system.</i>	1	1

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Order the parts below through normal order processing channels:

Vehicle Line Specific Parts:

Vehicle	Part Number	Description	Order Quantity	Claim Quantity
MKZ	W717071-S450	Transmission Support Insulator Studs (MKZ) Pack of 4, 4 required	1	4
Edge	W718507-S439	Transmission Support Insulator Bolts (Edge) Pack of 4, 1 required	1	1
MKZ	W714878-S439	Steering Column Shaft Coupler Bolt (MKZ) Pack of 4, 1 required	1	1
Edge	W520205-S440	Transmission Support Insulator Nuts (Edge) Pack of 4, 4 required	1	4
MKZ	W520214-S440	Ball Joint Pinch Bolt Nuts (MKZ) Pack of 2, 2 required	1	2
MKZ	CCPZ-3B477-C	RH Halfshaft Nut (MKZ) Pack of 1, 1 required	1	1

To guarantee the shortest delivery time, an emergency order for parts must be placed.

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AWD Only Parts:

Vehicle	Part Number	Description	Order Quantity	Claim Quantity
AWD	5F9Z-4682-AA	Driveshaft to PTU Bolts Pack of 3, 3 required	3	3
AWD	9L8Z-1177-C	RH Halfshaft Seal (4WD) - Pack of 1	1	1
AWD	CN1Z-7H424-B	Intermediate Shaft Seal – Pack of 1	1	1
AWD	CV6Z-7086-B	PTU Compression Seal – Pack of 1	1	1
AWD	CV6Z-9450-E	Tailpipe Gasket – Pack of 1	1	1
AWD	EJ7Z-6L612-A	Catalytic Converter-To-Turbocharger Gasket (Built On 5-Apr-2016 & Through 31-Jul-2020) Pack of 1	1	1
AWD	W520103-S442	Tailpipe Nuts Pack of 4, 2 required	1	2
AWD	W714265-S442	Catalytic Converter-To-Turbocharger Nuts (Built On 5-Apr-2016 And Through 31-Jul-2020) – Pack of 4, 2 required	1	2
AWD	W718250-S439	Upper And Lower PTU Bolts (Built On 9-Jun-2015 & Through 31-Jul-2020) Pack of 5, 5 required	1	5

To guarantee the shortest delivery time, an emergency order for parts must be placed.

If Needed Parts:

Vehicle	Part Number	Description	Order Quantity	Claim Quantity
All	1S7Z-6A321-B	Rear main seal – Pack of 1, 1 if required	As Required	As Required
All	W716841-S900	Dowel Pins – Pack of 4, 2 if required	As Required	As Required
All	FB5Z-6840-A	Oil Filter Adapter Gasket – Pack of 1	As Required	As Required
All	5L7Z-7J324-A	Transmission Fluid Cooler Line Ring – Pack of 2, 2 if required	As Required	As Required
All	5L7Z-7D285-A	Transmission Fluid Cooler Line Seals – Pack of 2, 2 if required	As Required	As Required
All	9L8Z-7F213-A	Turbine Shaft – Pack of 1	As Required	As Required

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Required for all vehicles:

Part Number	Description	Order Quantity	Claim Quantity
W500545-S439	Ball Joint Pinch Bolt – Pack of 4, 2 required	1	2
W712146-S437	Cooler Line Bolt – Pack of 4, 1 required	1	1
W716200-S437	Cooler Line Bolt Stud – Pack of 4, 1 required	1	1
BE8Z-6731-AB	Engine Oil Filter – Pack of 1, 1 required	1	1
W520102-S442	Halfshaft Bracket Nuts – Pack of 4, 2 required	1	2
BB5Z-4B422-C	LH Halfshaft Circlip – Pack of 1, 1 required	1	1
CCPZ-3B477-B	RH Halfshaft Nut – Pack of 1, 1 required	1	1
BB5Z-1S177-C	RH Halfshaft Seal – Pack of 1, 1 required	1	1
DG9Z-7G273-B	RH Halfshaft Washer – Pack of 1, 1 required	1	1
W520215-S440	Tie Rod End Nuts – Pack of 4, 2 required	1	2
W715618-S437	Torque Converter Nuts – Pack of 4, 4 required	1	4
BB5Z-7A098-E	Transmission Fluid Filter – Pack of 1, 1 required	1	1
W520214-S442	Ball Joint Pinch Bolt Nuts – Pack of 1, 2 required	2	2
9L8Z-7A248-C	Clutch Feed Seal (Large) – Pack of 1, 1 required	1	1
9L8Z-7A248-B	Clutch Feed Seals (Small) – Pack of 1, 4 required	4	4
1L5Z-6379-AA	Flexplate Bolts – Pack of 4, 6 required	2	6
4S4Z-3N324-AA	Halfshaft Bracket – Pack of 1	1	1
9L8Z-1177-G	LH Halfshaft Seal- Pack of 1	1	1
XL-2	Motorcraft High Temperature Nickel Anti-Seize Lubricant 8 Oz.	1	0.13
XT-10-QLV	Motorcraft Mercon LV Automatic Transmission Fluid (12 Quarts per repair, 12 bottles per case)	1	12
ZC-31-B	Motorcraft Metal Surface Prep Wipes	1	0.13
XL-5-A	Motorcraft Multi-Purpose Grease Spray	1	0.13
XO-5W30-Q1SP	Motorcraft SAE 5W30 Synthetic Blend Motor Oil (1 quart per repair)	1	1
TA-26	Motorcraft Threadlock 262	1	0.13
TA-25-B	Motorcraft Threadlock And Sealer	1	0.13
TA-29	Motorcraft Ultra Silicone Sealant (1 tube per repair, 1 tube repairs two vehicles)	1	0.50
W716457-S439	Rearward And Forward Front Subframe Bolts – Pack of 4, 4 required	1	4
W705606-S440	Stabilizer Bar Link Lower Nuts – Pack of 1	1	2
W712961-S450B	Steering Column Shaft Coupler Bolt – Pack of 1	1	1

To guarantee the shortest delivery time, an emergency order for parts must be placed.

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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 in accordance with all applicable local, state, and federal environmental protection and hazardous material regulations.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with 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 dealers 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.).
- 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 from 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 clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2015-2018 MODEL YEAR EDGE, 2019-2020 FUSION AND MKZ VEHICLES EQUIPPED WITH A 2.0L ECOBOOST ENGINE AND 6F35 TRANSMISSION RATTLE NOISE AT THE TRANSMISSION BELLHOUSING AREA — FLEXPLATE CRACKS

NEW ! SERVICE PROCEDURE

NOTE: Photos of the suspected crack in the flexplate are required, submit a Special Service Support Center (SSSC) part order form for verbal authorization before completing this procedure.

1. With an additional technician inside of the vehicle, position the vehicle on a hoist. Please follow Workshop Manual (WSM) Procedures in Section 100-00.
2. Start the vehicle.
3. Does the vehicle exhibit a rattle noise that has been isolated to the bellhousing?
 - Rattle noise will be most noticeable on initial engine start up. A few engine start up attempts may be needed.
 - The use of Chassis Ears (Rotunda part number JSP06600, or equivalent), may aid in narrowing down the noise to the bellhousing. Chassis ears should be placed on the transmission near the bellhousing, or the stud on the starter closest to the bellhousing. See Figure 1.
 - <https://rotunda.service-solutions.com/en-US/Pages/ItemDetail.aspx?SKU=JSP06600>

Yes - Proceed to Step 4.

No - This article does not apply. Refer to WSM, Section 100-01 for further diagnostics.

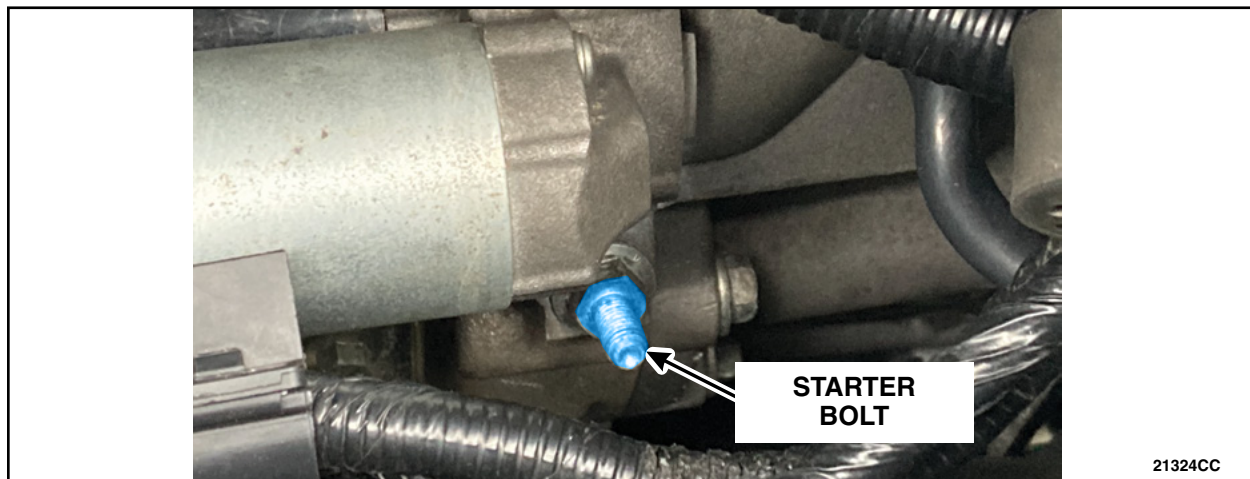


FIGURE 1



4. Check for Diagnostic Trouble Codes (DTC's) that may be causing the rattle noise. Are there any DTC's present that could be related to a rattle noise?

Yes - This article does not apply. Refer to WSM, Section 100-01 for further diagnostics.
No - Proceed to Step 5.

5. Inspect the vehicle for possible loose or broken components near the engine or transmission that could be causing the rattle noise. Are there any loose or broken components?

Yes - This article does not apply. Refer to WSM, Section 100-01 for further diagnostics.
No - Proceed to Step 6.

Flexplate Borescope Inspection

6. Remove the starter motor. Please follow WSM procedures in section 303-06.

7. Placing a borescope between the engine block and flexplate, inspect the flexplate for cracks near the crankshaft. Are there any cracks present in the flexplate? See Figures 2 through 5.

NOTE: It may be necessary to rotate the engine crank to find the cracks in the flexplate.

No - Flexplate is NOT cracked. Reinstall the starter motor. Please follow WSM procedures in section 303-06. No further action is necessary, the recall is complete.

Yes - Take a picture of the suspect flexplate and submit an SSSC part order form along with the photo attachments for further review.

*Proceed to Step 8 **ONLY AFTER VERBAL AUTHORIZATION** has been given by the SSSC to perform FSA repair by ordering the FSA parts for the dealer.*

• If approval was not granted by the SSSC, reinstall the starter motor. Please follow WSM procedures in section 303-06. No further action is necessary, the recall is complete.

NOTE: Photos taken for SSSC submission need to have proper lighting and be clear to allow decision for parts replacement. Photos that are blurry or that are too dark may be rejected.

NOTE: Photos may be taken with a borescope or a cell phone as required.

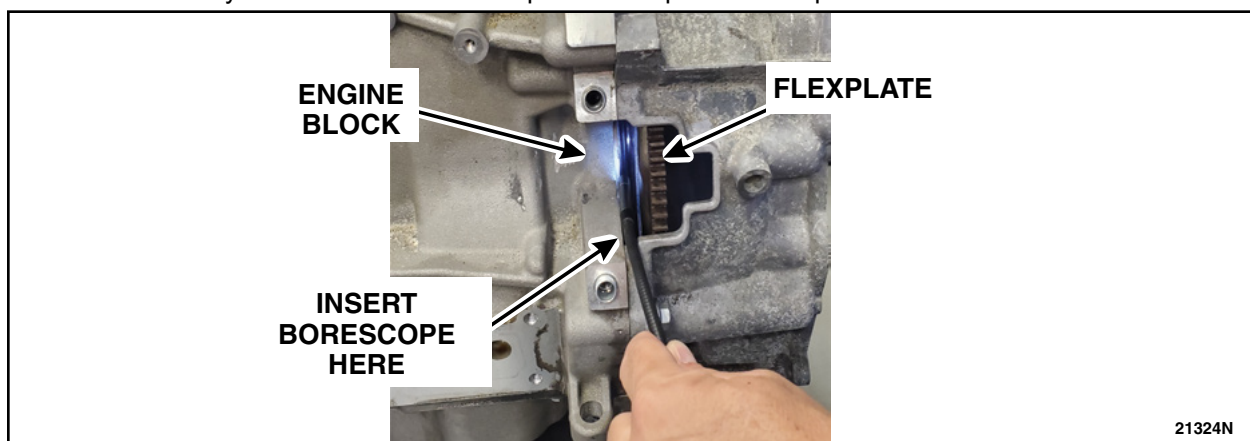


FIGURE 2



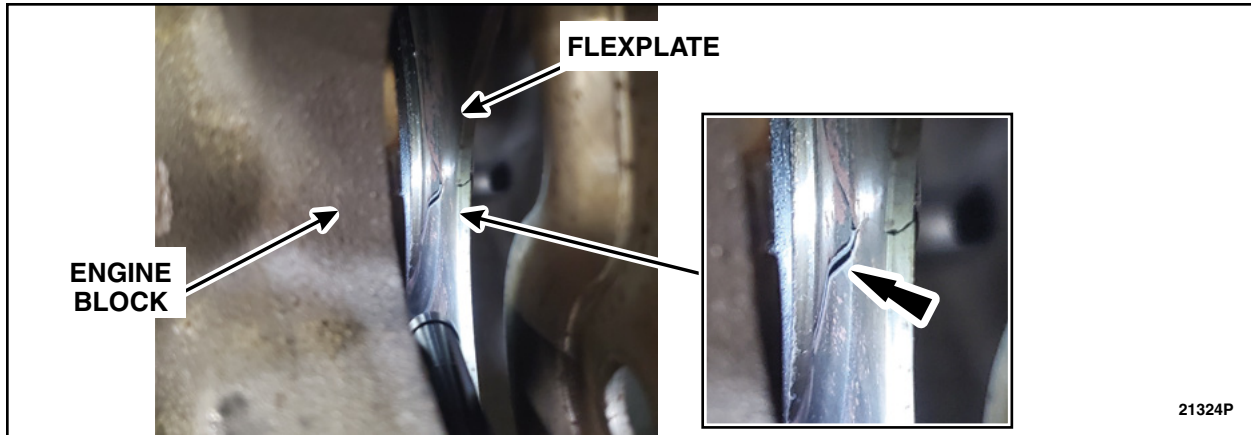


FIGURE 3



FIGURE 4



FIGURE 5



Flexplate Replacement

8. *Once verbal authorization has been given by the SSSC, remove the transmission and inspect the engine block mounting face for the presence of dowel pins. If the dowel pins are not present in the engine block, inspect the transmission for the dowel pins. If the dowel pins are present in the transmission, remove the dowel pins and reinstall into the engine block prior to transmission installation. Refer to WSM, Section 307-01A.*

9. Replace the torque converter, flexplate, flexplate bolts, and transmission front pump. Refer to WSM, Section 307-01A for torque converter and transmission front pump replacement and Section 303-01A for flexplate and flexplate bolt replacement. If dowel pins are damaged or missing, replace as needed.

10. Inspect for damage on the crankshaft pilot bore. Is there damage? See Figure 6.

Yes - Rotate the stud hole nearest to the 12 O'Clock upright position so that the damaged part of the crankshaft pilot bore is at the 12 O'Clock position. This is important to ensure minimal imbalance. Proceed to step 11. See Figure 7.

No - Proceed to Step 12.

NOTE: The flexplate can be installed in multiple positions.



FIGURE 6

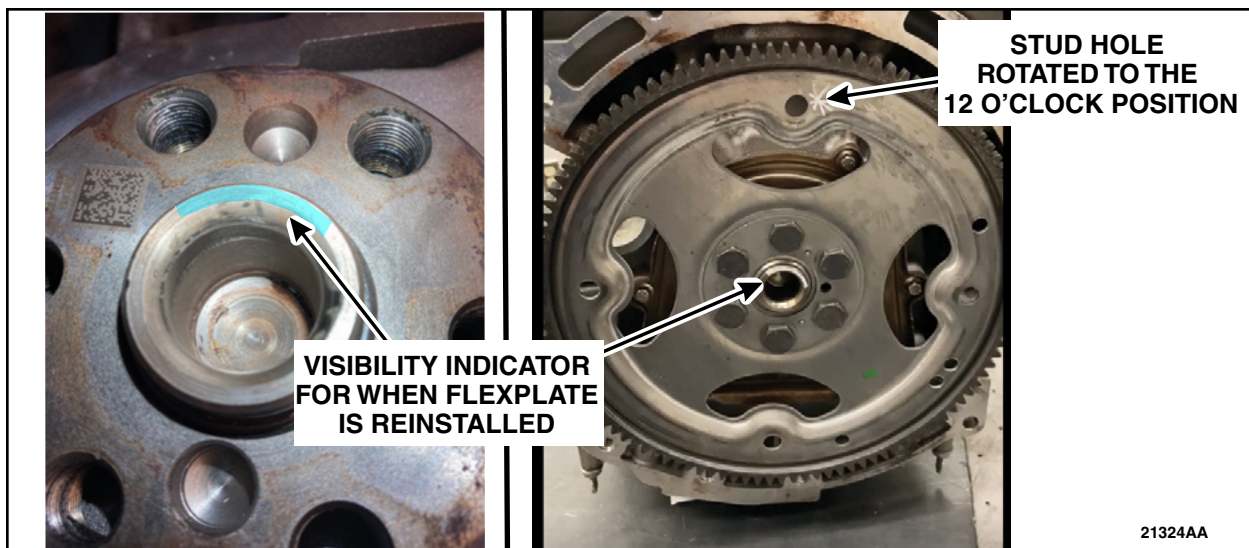


FIGURE 7



11. Locate the balance mark on the torque converter, and rotate the stud nearest to the 12 O'Clock Position.

NOTE: The balance mark indicates the heavy side of the torque converter.

12. Install the transmission. Please follow WSM procedures in Section 307-01A.

NOTE: When tightening the torque converter nuts, rotate the nearest stud the minimal amount to the window and install nut. See Figure 8.

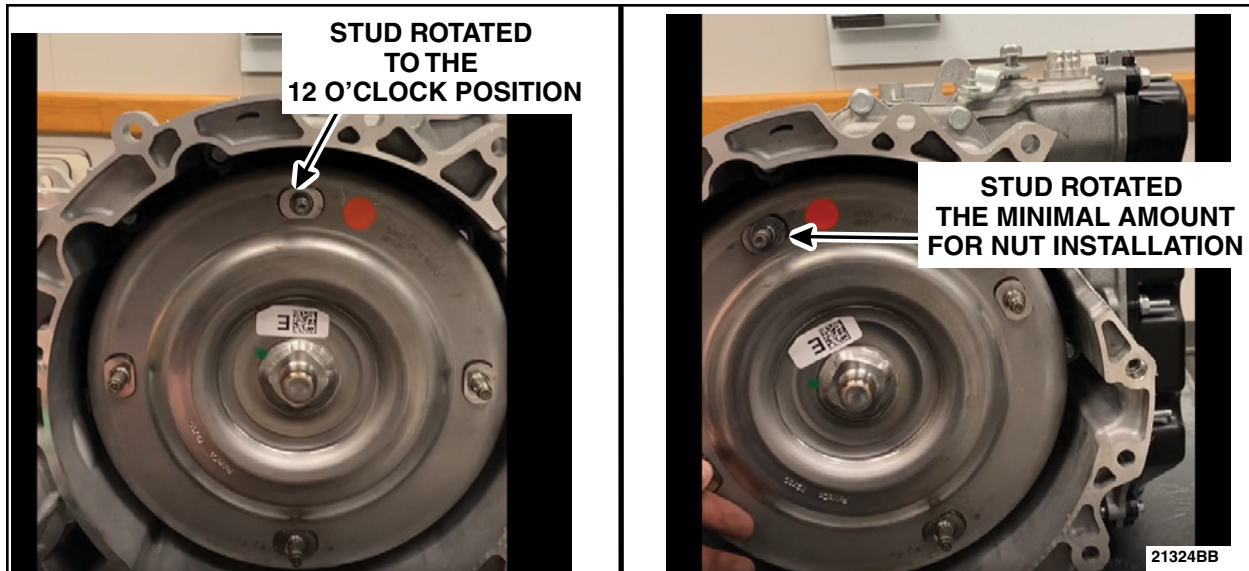


FIGURE 8



Customer Satisfaction Program 22N12 – Supplement #1
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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 22N12 – Supplement #1
Certain 2015-2018 Model Year Edge, 2019-2020 Fusion and MKZ Vehicles
Equipped with a 2.0L EcoBoost Engine and 6F35 Transmission
Rattle Noise at the Transmission Bellhousing Area – Flexplate Cracks

   – 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 then 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