

SB-10055320-7775

FORD:

2011-2014 Fiesta

2012-2014 Focus

This article supersedes TSB **13-9-4** to update the Service Procedure and Part List.

ISSUE

Some 2011-2014 Fiesta and 2012-2014 Focus vehicles equipped with a DPS6 automatic transmission may exhibit an intermittent transmission clutch shudder on light acceleration from a stop. Some vehicles may or may not exhibit transmission fluid leaking from the clutch housing.

ACTION

Follow the Service Procedure steps to correct the concern.

SERVICE PROCEDURE

For this article please refer to Workshop Manual (WSM), Section 307-01 for 2012-2014 Focus and 2014 Fiesta. For 2011-2013 Fiesta refer to WSM, Section 307-11.

When referred to the Shop Manual – All steps listed in the WSM must be performed.

1. **NOTE:**

PERFORMING THE SERVICE ROUTINES WILL CLEAR ADAPTIVE STRATEGY. FAILURE TO PERFORM ALL STEPS OF THE IDS ROUTINES MAY RESULT IN ERRATIC SHIFTS AND DRIVEABILITY CONCERNS.

Reprogram the powertrain control module (PCM)/transmission control module (TCM) to the latest calibration using Integrated Diagnostic System (IDS) release 86.01 or later. Calibration files may also be obtained at www.motorcraft.com.

2. Using IDS follow the WSM Diagnosis and Testing, Diagnosis by Symptom, Pinpoint Test A (Focus, 2014 Fiesta) or Pinpoint Test N (2011-2013 Fiesta) - Clutch Shudder on Acceleration to diagnose shudder.
 - a. Save and upload IDS session data.
3. Following pinpoint test A or N. What is the RPM difference?
 - a. If the readings are less than 250 RPM, proceed to Step 4.
 - b. If readings are 250 RPM or greater, proceed to Step 5.
4. The vehicle is within expected limits and no further action is required.
 - a. The vehicle had a pinpoint test result of less than 250 RPM.
 - b. No sign of fluid leaking from the bell housing area.
 - (1) If fluid is leaking from the bell housing area, proceed to Step 6.
5. Remove the dual clutch assembly. Refer to the WSM, Section 307.
6. Is the vehicle built on or before 6/15/2013, or show signs of fluid leak?
 - a. Yes - proceed to step 7.
 - b. No - proceed to step 8.

NOTE: The information contained 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, Lincoln, or Mercury 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.

7. Replace both inner input shaft seals located between the input shafts and the hollow outer input shaft case seal. Refer to WSM, Section 307.
8. Does clutch show signs of any fluid contamination?
 - a. Yes - proceed to Step 9.
 - b. No - proceed to Step 11.
9. Determine clutch shudder repair or replacement.
 - a. Replacement — Dual clutch assembly must be replaced if any of the following conditions are met, proceed to step 11.
 - (1) Dual clutch assembly is not contaminated with any type of fluids and the RPM readings are 250 or over.
 - (2) Dual clutch assembly is contaminated with fluid and the RPM readings are over 550.
 - (3) Fiesta vehicles built on or before 1/12/2011.
 - b. Repair — If the dual clutch assembly is contaminated with transmission fluid and the RPM readings are between 250 to 550 RPM, proceed to Step 10.

10. **WARNING:**

BRAKE PARTS CLEANER PM-4-A IS IRRITATING TO THE SKIN, EYE AND RESPIRATORY TRACT. THIS PRODUCT MAY CAUSE CENTRAL NERVOUS SYSTEM (CNS) DEPRESSION. ALWAYS CONSULT THE MATERIAL SAFETY DATA SHEET BEFORE USE. DUE TO THE VOLUME OF PM-4-A USED DURING THE CLEANING PROCEDURE, THE OPERATOR MUST ENSURE ADEQUATE LOCAL VENTILATION. THE OPERATOR SHOULD WEAR AN ORGANIC CARTRIDGE WITH PARTICLE FILTER RESPIRATOR, EYE PROTECTION (CHEMICAL GOGGLES), NEOPRENE GLOVES, AND LONG SLEEVES. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY RESULT IN SERIOUS PERSONAL INJURY.

WARNING:

Keep solvents away from ignition sources. Solvents may be flammable and can ignite or explode if not handled correctly. Failure to follow this instruction may result in serious personal injury.

NOTE:

Brake Parts Cleaner PM-4-A is classified as extremely flammable.

Refer to WSM, Section 307 clutch cleaning procedure using Essential Special Service Tool 307-722.

11. Install the cleaned or new replacement dual clutch assembly. Refer to WSM, Section 307.
12. Install transmission assembly. Refer to WSM, Section 307, General Procedures, Clutch Unit Cleaning.
13. Is the clutch a new or a cleaned clutch?
 - a. New clutch - no further action is required.
 - b. Cleaned clutch - proceed to Step 14.
14. Use IDS and perform pinpoint test A or N to verify the shudder is within specification. Refer to the WSM, Section 307.
 - a. If shudder is below 250 RPM - vehicle is within Specification. No further action is required
 - b. If shudder is over 250 RPM after the repair has been made, proceed to step 15.
15. Replace the clutch assembly. Refer to the WSM, Section 307.
 - a. Ford and Lincoln Dealerships need to obtain prior approval before proceeding with the installation of a new clutch. (Figure 1)
 - (1) Save and upload IDS session data captured when initially performing pinpoint test A in Step 2 as well as the session data from the validation in Step 14 for use in the prior approval process.
 - (2) Proceed back to Step 11.

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PART NUMBER	PART NAME
BV6Z-7B546-D	Dual Clutch Assembly Kit
AE8Z-7B546-D	Dual Clutch Assembly Kit (Fiesta Built On Or Before 1/12/2011)
AE8Z-7007-A	Engine-to-Transaxle Separator Plate (Fiesta) - If Damaged
W703662-S403	Exhaust Nut (Fiesta)
2S6Z-9450-A	Exhaust Gasket (Fiesta)
W709618-S442	Ball Joint Bolt (Fiesta)
W520203-S442	Ball Joint Nut (Fiesta)
W715491-S442	Ball Joint Bolt (Focus)
W520415-S442	Ball Joint Nut (Focus)
AE8Z-1S177-A	Halfshaft Seal Kit (2 Req)
AE8Z-7052-C	Input Shaft Seal Inner
AE8Z-7064-A	Clutch-To-Hollow Input Shaft Snap Ring
AE8Z-7064-B	Clutch-To-Hollow Input Shaft Snap Ring (Replace If Reusing Original Clutch)
AE8Z-7048-B	Input Shaft Seal Outer
W705448-S441	Flexplate-To-Clutch Nut (2 Pkg Req)
YS4Z-3N324-AA	Bearing Retainer Strap
W520102-S442	Bearing Retainer Strap Nut
9U7Z-19A506-BA	Transaxle Input Shaft/Spline Lubricant
XL-2	Motorcraft® High Temperature Nickel Anti-Seize Lubricant
XT-11-QDC	Motorcraft® Dual Clutch Transmission Fluid
PM-4-A	Motorcraft® Metal Brake Parts Cleaner (Up to 6 Cans Req)

OPERATION	DESCRIPTION	TIME
140047A	2012-2014 Focus DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test A, Save and upload IDS session data captured, Release The Vehicle Within Expected Limits (Do Not Use With Any Other Labor Operations)	1.1 Hrs.
140047A	2011-2013 Fiesta DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test A, Save and upload IDS session data captured, Release The Vehicle Within Expected Limits (Do Not Use With Any Other Labor Operations)	1.1 Hrs.
140047A	2014 Fiesta DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test A, Save and upload IDS session data captured, Release The Vehicle Within Expected Limits (Do Not Use With Any Other Labor Operations)	1.1 Hrs.
140047B	2012-2014 Focus DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test A, Save and upload IDS session data captured, Replace Clutch, Includes Post Road Test (Do Not Use With Any Other Labor Operations)	6.4 Hrs.
140047B	2011-2013 Fiesta DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test A, Save and upload IDS session data captured, Replace Clutch, Includes Post Road Test (Do Not Use With Any Other Labor Operations)	5.9 Hrs.

OPERATION	DESCRIPTION	TIME
140047B	2014 Fiesta DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test A, Save and upload IDS session data captured, Replace Clutch, Includes Post Road Test (Do Not Use With Any Other Labor Operations)	6.3 Hrs.
140047C	2012-2014 Focus DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test A, Save and upload IDS session data captured, Replace Both Inner Input Shaft Seals And Clutch, Includes Post Road Test (Do Not Use With Any Other Labor Operations)	6.8 Hrs.
140047C	2011-2013 Fiesta DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test A, Save and upload IDS session data captured, Replace Both Inner Input Shaft Seals And Clutch, Includes Post Road Test (Do Not Use With Any Other Labor Operations)	6.3 Hrs.
140047C	2014 Fiesta DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test A, Save and upload IDS session data captured, Replace Both Inner Input Shaft Seals And Clutch, Includes Post Road Test (Do Not Use With Any Other Labor Operations)	6.7 Hrs.
140047D	2012-2014 Focus DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test A twice, Save and upload IDS session data captured, Replace Both Inner Input Shaft Seals And Clean Clutch (Do Not Use With Any Other Labor Operations Except E)	7.6 Hrs.
140047D	2011-2013 Fiesta DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test A twice, Save and upload IDS session data captured, Replace Both Inner Input Shaft Seals And Clean Clutch (Do Not Use With Any Other Labor Operations Except E)	7.1 Hrs.
140047D	2014 Fiesta DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test A twice, Save and upload IDS session data captured, Replace Both Inner Input Shaft Seals And Clean Clutch (Do Not Use With Any Other Labor Operations Except E)	7.5 Hrs.
140047E	2012-2014 Focus DPS6: Replace Clutch, This Operation Requires A Prior Approval Code And Can Only Be Claimed With Operation D When Shudder Is Present Over 250 RPM After Clutch Cleaning. Includes Time For Prior Approval, Includes Post Road Test (Do Not Use With Any Other Labor Operation Except D)	5.9 Hrs.
140047E	2011-2013 Fiesta DPS6: Replace Clutch, This Operation Requires A Prior Approval Code And Can Only Be Claimed With Operation D When Shudder Is Present Over 250 RPM After Clutch Cleaning. Includes Time For Prior Approval, Includes Post Road Test (Do Not Use With Any Other Labor Operation Except D)	5.4 Hrs.
140047E	2014 Fiesta DPS6: Replace Clutch, This Operation Requires A Prior Approval Code And Can Only Be Claimed With Operation D When Shudder Is Present Over 250 RPM After Clutch Cleaning. Includes Time For Prior Approval, Includes Post Road Test (Do Not Use With Any Other Labor Operation Except D)	5.8 Hrs.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

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BASIC PART NO.	CONDITION CODE
7B546	14

Ford & Lincoln Dealership DPS6 Transmission Clutch Replacement Prior Approval Submission Process

NOTE: Prior Approval is only required for Step 15 of the TSB service procedure.

1. Access the Professional Technician Society (PTS) to submit a Prior Approval Request.
2. Select the Vehicle ID tab.
3. Run OASIS, by entering the VIN and an applicable symptom code and select "GO".
4. Scroll to the very bottom of the OASIS report and select "Prior Approval".
5. Select "Continue" to advance to the next page.
6. Select "DPS6 Clutch TSB" under the "Powertrain Components" heading.
7. The subsequent pages will ask for additional information regarding the vehicle and warranty coverage, select the proper responses using the available resources.
8. The prior approval form will appear preloaded with the vehicle information.
9. Answer all questions and drop down selections on the form, providing the most accurate and detailed descriptions.
10. Enter a cell phone number and provider if you would like a text message when a response has been posted to PTS.

NOTE: Adding a phone number is not required to submit the request form.

11. Check back on PTS for your reply, under Home > Tech Hotline > Prior Approval Status.

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