

SB-10056390-2422



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

July 21, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 14M01

Certain 2011 through 2014 Model Year Fiesta and Focus Vehicles Equipped with a
DPS6 Automatic Transmission
Transmission Clutch Shudder / Transmission Input Shaft Seal Warranty Extension

REF : TSB 14-0131 – Excessive Transmission Clutch Shudder DPS6 Automatic
Transmission and/or Transmission Fluid Leak

PROGRAM TERMS

This program extends the coverage of the DPS6 Transmission input shaft seals, clutch and transmission software calibration to seven (7) years of service or 100,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded the mileage limits, this coverage will last through January 31, 2015. Coverage is automatically transferred to subsequent owners.

NOTE: This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty Powertrain coverage. Repairs for vehicles covered by New Vehicle Limited Warranty Powertrain coverage should be claimed using the Labor Operation Codes provided in Technical Service Bulletin (TSB) 14-0131.

VEHICLES COVERED BY THIS PROGRAM

Certain 2011 through 2014 model year Fiesta vehicles equipped with a DPS6 transmission built at the Cuautitlan Assembly Plant from November 3, 2009 through June 5, 2013; and certain 2012 through 2014 model year Focus vehicles equipped with a DPS6 transmission built at the Michigan Assembly Plant from August 1, 2010 through June 5, 2013. Affected vehicles are identified in OASIS.

REASON FOR PROVIDING ADDITIONAL COVERAGE

Some of the affected vehicles may exhibit excessive transmission clutch shudder during light acceleration. These issues may be due to fluid contamination of the clutch caused by leaking input shaft seals. Vehicles may or may not exhibit transmission fluid leaking from the clutch housing.

SERVICE ACTION

If an affected vehicle exhibits this condition and is beyond New Vehicle Limited Warranty Powertrain coverage, dealers are to perform diagnosis and repairs consistent with TSB 14-0131. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of July 28, 2014. Dealers should repair any affected vehicles that exhibit excessive transmission clutch shudder during light acceleration, or transmission fluid leaking from the clutch housing, whether or not the customer has received a letter.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Owner Notification Letter with Attachment of Normal Operation of DPS6

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

Customer Satisfaction Program 14M01
Certain 2011 through 2014 Model Year Fiesta and Focus Vehicles
Equipped with a DPS6 Automatic Transmission
Transmission Clutch Shudder / Transmission Input Shaft Seal Warranty Extension

OASIS ACTIVATED?

Yes, OASIS will be activated on July 21, 2014.

FSA VIN LIST ACTIVATED?

FSA VIN list will not be activated for this service action.

STOCK VEHICLES

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

SOLD VEHICLES

Owners of affected vehicles will be directed to dealers only if the vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are **not** eligible for this service action.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

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 January 31, 2015.
- Refunds will only be provided for the parts and labor cost associated with repairs to the clutch, transmission input shaft seals, or calibration updates to the transmission software.

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RENTAL VEHICLES

Ford Motor Company will pre-approve one day of vehicle rental. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but are must not exceed the stated daily rate. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).

Up to two days of vehicle rental is pre-approved when replacement of a clutch is required after clutch cleaning, claim with labor operation 14M01E.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
 - Program Code: 14M01 - 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.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".
- PROGRAM TERMS: This program extends the coverage of the Automatic Transmission software calibration, clutch, and transmission input shaft seals to seven (7) years of service or 100,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded the mileage limits, this coverage will last through January 31, 2015.
- This program **DOES NOT** apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty. Repairs for vehicles covered by New Vehicle Limited Warranty should be claimed using the Labor Operation Codes provided in Technical Service Bulletin 14-0131. If the vehicle is beyond coverage of the New Vehicle Limited Warranty and covered by an Extended Service Plan (ESP), claim repairs to this program (FSA 14M01) instead of the ESP Plan.

Customer Satisfaction Program 14M01
 Certain 2011 through 2014 Model Year Fiesta and Focus Vehicles
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 Transmission Clutch Shudder / Transmission Input Shaft Seal Warranty Extension

LABOR ALLOWANCES

Labor allowances are consistent with TSB 14-0131. Repairs for vehicles covered by New Vehicle Limited Warranty should be claimed using the Labor Operation Codes provided in TSB 14-0131.

Description	Labor Operation	Vehicle Application	Labor Time
Reprogram The TCM Includes performing the pinpoint test (Do Not Use With Any Other Labor Operations, Does not require a prior approval code)	14M01A	2012-2014MY FOCUS	1.1 Hours
		2011-2013MY FIESTA	1.1 Hours
		2014MY FIESTA	1.1 Hours
Replace the Clutch and Both Input Shaft Seals Includes reprogramming the TCM, performing the pinpoint test, and post road test (Do Not Use With Any Other Labor Operations, Does not require a prior approval code)	14M01C	2012-2014MY FOCUS	6.8 Hours
		2011-2013MY FIESTA	6.3 Hours
		2014MY FIESTA	6.7 Hours
Clean the Clutch and Replace Both Input Shaft Seals Includes reprogramming the TCM, performing the pinpoint test, and post repair data capture (Do Not Use With Any Other Labor Operations Except E, Does not require a prior approval code)	14M01D	2012-2014MY FOCUS	7.6 Hours
		2011-2013MY FIESTA	7.1 Hours
		2014MY FIESTA	7.5 Hours
Replace the Clutch after Cleaning This Operation Requires a Prior Approval Code And Can Only Be Claimed With Operation D. Includes time for Prior Approval and post road test. (Use with Labor Operation D, Requires a Prior Approval Code)	14M01E *	2012-2014MY FOCUS	5.9 Hours
		2011-2013MY FIESTA	5.4 Hours
		2014MY FIESTA	5.8 Hours

* **NOTE:** US Ford and Lincoln Dealerships need to obtain prior approval before proceeding with the installation of a new clutch after cleaning (Labor Op E). Refer to Technical Information Attachment III for the Prior Approval Process.

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PARTS REQUIREMENTS / ORDERING INFORMATION**Seal Kits (Order per Application)**

Part Number	Description Seal Kits Contain all Required Seals and Hardware to Complete the Repair	Order Quantity
EV6Z-7052-A	Focus Seal Kit (see page 4 of 4 for kit contents)	1
EV6Z-7052-B	Fiesta Seal Kit (see page 4 of 4 for kit contents)	1

Clutch Assembly (Order per Application)

Part Number	Description	Order Quantity
BV6Z-7B546-D or BV6Z-7B546-F	Dual Clutch Assembly Kit <ul style="list-style-type: none"> • All Focus Vehicles • Fiesta Vehicles built on or after 1/13/2011 	1
AE8Z-7B546-D or AE8Z-7B546-E	Dual Clutch Assembly Kit for Fiesta built on or before 1/12/2011	1
AE8Z-7007-A	Engine to Transaxle Separator Plate –1.6L Engines (Fiesta)	1 (1.6L Only)

Other Supplies

Part Number	Motorcraft and Other Supplies	Quantity
XT-11-QDC	Motorcraft® Dual Clutch Transmission Fluid	Up to 2 Qts
PM-4-A	Motorcraft® Metal Brake Parts Cleaner (Up to 6 Cans Required)	Up to 6 Cans
XL-2	Motorcraft® High Temperature Nickel Anti-Seize Lubricant	As Needed

The DOR/COR number for this program is 50549.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

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DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

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 Transmission Clutch Shudder / Transmission Input Shaft Seal Warranty Extension

SEAL KIT CONTENTS

Focus Seal Kit (EV6Z-7052-A)	Kit Qty	Part Number
Input Shaft Seal Inner	1	AE8Z-7052-D or AE8Z-7052-C
Clutch-To-Hollow Input Shaft Snap Ring	1	AE8Z-7064-A
Input Shaft Seal Outer	1	AE8Z-7048-C or AE8Z-7048-B
Clutch Snap Ring (Replace If Reusing Original Clutch)	1	AE8Z-7064-B
Transaxle Input Shaft/Spline Lubricant	1	9U7Z-19A506-BA
Flexplate-To-Clutch Nut	6	W705448-S441
Bearing Retainer Strap	1	YS4Z-3N324-AA
Bearing Retainer Strap Nut	2	W520102-S442
Halfshaft Seal Kit	2	AE8Z-1S177-B
Ball Joint Bolt	2	W715491-S442
Ball Joint Nut	2	W520415-S442

Fiesta Seal Kit (EV6Z-7052-B)	Kit Qty	Part Number
Input Shaft Seal Inner	1	AE8Z-7052-D or AE8Z-7052-C
Clutch-To-Hollow Input Shaft Snap Ring	1	AE8Z-7064-A
Input Shaft Seal Outer	1	AE8Z-7048-C or AE8Z-7048-B
Clutch Snap Ring (Replace If Reusing Original Clutch)	1	AE8Z-7064-B
Transaxle Input Shaft/Spline Lubricant	1	9U7Z-19A506-BA
Flexplate-To-Clutch Nut	6	W705448-S441
Bearing Retainer Strap	1	YS4Z-3N324-AA
Bearing Retainer Strap Nut	2	W520102-S442
Halfshaft Seal Kit	2	AE8Z-1S177-B
Exhaust Gasket	1	2S6Z-9450-A
Exhaust Nut	2	W703662-S403
Ball Joint Bolt	2	W709618-S442
Ball Joint Nut	2	W520203-S442

CERTAIN 2011 THROUGH 2014 MODEL YEAR FIESTA AND FOCUS VEHICLES EQUIPPED WITH A DUAL DRY-CLUTCH POWERSHIFT 6-SPEED AUTOMATIC TRANSMISSION — TRANSMISSION CLUTCH SHUDDER / TRANSMISSION INPUT SHAFT SEAL WARRANTY EXTENSION

OVERVIEW

Some of the affected vehicles may exhibit excessive transmission clutch shudder during light acceleration. These issues may be due to fluid contamination of the clutch caused by leaking input shaft seals. Vehicles may or may not exhibit transmission fluid leaking from the clutch housing.

This program extends the coverage of the DPS6 Transmission Software Calibration, Clutch, and Transmission Input Shaft Seals to seven (7) years of service or 100,000 miles from the warranty start date of the vehicle, whichever occurs first.

SERVICE PROCEDURE

NOTE: For this recall 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 WSM – All steps listed in the WSM must be performed.

1. Reprogram the Powertrain Control Module (PCM)/Transmission Control Module (TCM) to the latest calibration using IDS release 91.01 or later.

NOTE: Calibration files may also be obtained at www.motorcraftservice.com.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

2. Using IDS follow the WSM Diagnosis and Testing, Diagnosis by Symptom:

- Pinpoint Test A (2012-2014 Focus, 2014 Fiesta)
- Pinpoint Test N (2011-2013 Fiesta) - Clutch Shudder on Acceleration to diagnose shudder.

NOTE: US Ford and Lincoln Dealerships need to obtain prior approval before proceeding with the installation of a new clutch after cleaning (Labor Operation E). Save and upload IDS session data captured from the post clutch cleaning validation in the pinpoint test for use in the prior approval process.



**Ford & Lincoln Dealership DPS6 Transmission Clutch Prior Approval Submission Process
(ONLY REQUIRED WITH LABOR OPERATION E CLUTCH REPLACEMENT AFTER CLUTCH
CLEANING)**

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.



Important Information for Module Programming

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

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.

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. Near the end of programming, the IDS prompts you to select certain parameters. It is important to make a selection for ALL parameters listed. If the correct selection is already highlighted, you must still choose that selection before clicking the "Tick" mark to complete the configuration.
- i. 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.





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

July, 2014

Customer Satisfaction Program 14M01
Programa de satisfacción del cliente 14M01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, we are not only committed to building high quality, dependable products, but also building a community of happy, satisfied customers. To demonstrate that commitment, we're sending you this notice – and providing a no-charge Customer Satisfaction Program (Program Number 14M01) for your vehicle with the VIN shown above.

What is the reason for this additional coverage program?

On your vehicle, it may be possible for the PowerShift 6-speed Automatic Transmission to exhibit excessive transmission clutch shudder during light acceleration. This condition may be caused by fluid contamination of the clutch due to leaking transmission seals. See Attachment for a description of normal operating characteristics for the PowerShift 6-Speed Automatic Transmission.

In the interest of your satisfaction, Ford Motor Company is extending the limited warranty on the clutch and transmission input shaft seals as well as the transmission software calibration, to a total of seven (7) years or 100,000 miles from the warranty start date, whichever occurs first.

If your vehicle has already exceeded mileage limits listed above, this coverage will last through January 31, 2015. Coverage is automatically transferred to subsequent owners. Affected title branded and salvaged vehicles are not eligible for this service action. This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

What will Ford and your dealer do?

If your vehicle's clutch, transmission input shaft seals, or transmission software calibration require service or replacement due to excessive transmission clutch shudder during light acceleration; and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to service the transmission as necessary free of charge (parts and labor).

- How long will it take?** If the components mentioned above require service or replacement, the time needed for this repair is less than one 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's transmission exhibits excessive transmission clutch shudder on light acceleration (see Attachment). **Please keep this letter as a reminder of the extended warranty coverage for your transmission clutch and transmission input shaft seals.**
- If the clutch, transmission input shaft seals, or transmission software calibration should require service or replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle and request a service date for Customer Satisfaction Program 14M01. The VIN is printed near your name at the beginning of this letter. Your dealer will make repairs at no charge.
- If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.
- Do you need a rental vehicle?** If a repair is needed and your vehicle must be kept at the dealership overnight to complete the repairs, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax). Please see your dealer for guidelines and limitations.
- 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 the parts and labor cost associated with repairs to the clutch, transmission input shaft seals or calibration updates to the transmission software. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before January 31, 2015. 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, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

If you require further assistance in getting your vehicle repaired promptly and without charge, please contact your dealership's Service Advisor.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332**, where one of our representatives will be happy to assist you. Or visit us at www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you have questions or concerns, please contact the **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you can contact us at www.fleet.ford.com.

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

Ford Customer Service Division



PowerShift 6-Speed Automatic Transmission Normal Operating Characteristics

The PowerShift 6-speed Automatic Transmission is designed for fun-to-drive performance and exceptional fuel efficiency, by using the advantages of a manual transmission with the convenience of an automatic transmission. You may notice the following characteristics of this technology:

- Mechanical noises after the engine is turned off, after the driver door is opened and during some transmission shifting events. These are normal and do not cause damage.
- Firm gearshifts when moving the accelerator pedal back and forth quickly.

Your transmission continuously makes electronic adjustments to optimize shift quality and acceleration performance. Most adjustments will be made during the first 1,000 miles (1,600 kilometer) of operation or after transmission clutch service and resetting the software calibration. During this break-in period, slight vibrations may be felt when accelerating the vehicle from low speeds. These characteristics are normal for the PowerShift 6-speed Automatic Transmission.

Refer to www.FordOwner.com for Informational Videos and your Owner's Manual for additional information on operation of your PowerShift 6-Speed Transmission.