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February 20, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 14M02**

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

REF: Technical Service Bulletin (TSB) 15-0017 – No Start And/OR Transmission Engagement Or Loss Of Power With DTCs U0100, U0101 And/OR U1013

PROGRAM TERMS

Ford is extending the warranty coverage on the DPS6 Automatic Transmission Control Module (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. If a vehicle has already exceeded either the time or mileage limits, this coverage will last through September 30, 2015. Coverage is automatically transferred to subsequent owners.

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 15-0017 for repairs covered by the New Vehicle Limited Warranty or Emissions Warranty.

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 December 31, 2014
Focus equipped with DPS6 Automatic Transmission	2012-2015	Michigan	August 1, 2010 through December 31, 2014

Affected vehicles are identified in OASIS.

NOTE: Some vehicles covered by 14M02 are also eligible for coverage by 14M01 (DPS6 Transmission Clutch Shudder / Transmission Input Shaft Seal Warranty Extension). Always consult OASIS to determine repairs and coverages that apply.

REASON FOR PROVIDING ADDITIONAL 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.

OWNER NOTIFICATION MAILING SCHEDULE

Owner notification will begin February 21, 2015. Dealers should repair any affected vehicles that exhibit the covered condition 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
- Attachment IV: Dealer Q&A
- Attachment V: DPS6 Extended Warranty Program Coverage Summary
- Owner Notification Letter

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

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

OASIS ACTIVATED?

Yes, OASIS will be activated on February 20, 2015.

FSA VIN LIST ACTIVATED?

No, 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 eligible for this service action.

ADDITIONAL LABOR TIME AND/OR PARTS

Contact the Special Service Support Center (SSSC) if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. Requests for approval after completion of the repair may not be granted. Additional parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

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 September 30, 2015.
- Dealers are 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.

Customer Satisfaction Program 14M02

Certain 2011 through 2015 Model Year Fiesta and 2012 through 2015 Model Year Focus Vehicles
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Transmission Control Module Extended Warranty Coverage

RENTAL VEHICLES

If a customer's vehicle requires the replacement of the transmission control module and it is necessary to order parts, Ford Motor Company will pay for up to one (1) day of vehicle rental. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but must not exceed the stated daily rate. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. The parts order must be an emergency order (unit down) to guarantee the shortest delivery time. Prior approval for more than one (1) rental day is required from the Special Service Support Center (1-800-325-5621).

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- 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. Additional labor and/or parts require prior approval from the Special Service Support Center.
- 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.
- 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: 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 mileage limits, this coverage will last through September 30, 2015.
- 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 15-0017 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

Certain 2011 through 2015 Model Year Fiesta and 2012 through 2015 Model Year Focus Vehicles
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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 15-0017 for additional details.

Description	Labor Operation	Labor Time
Focus Models - Replace Transmission Control Module (includes time to retrieve DTCs)	14M02B	1.0 Hours
Fiesta Models - Replace Transmission Control Module (includes time to retrieve DTCs)	14M02C	1.1 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 either 14M02B or 14M02C)	MT14M02D	Up to 2.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
AE8Z-7Z369-E	Transmission Control Module	1
AE8Z-7B498-A	Transmission Control Module Seal	2

The DOR/COR number for this program is 50579.

To manage part availability, dealers must use the web link below to access the VIN specific 14M02 Part Availability Web Tool.

The VIN specific web tool link is located in the web index box for this recall on www.FMCDealer.com, or at <https://www.techhotline.dealerconnection.com/dealerpa/Lookup14M02.aspx>.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy.

Questions regarding parts should be directed to the Special Service Support Center Parts Order Line (1-800-207-2444) or E-mailed to: Ford@Renkim.com.

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.

Customer Satisfaction Program 14M02

Certain 2011 through 2015 Model Year Fiesta and 2012 through 2015 Model Year Focus Vehicles
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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 2011-2015 MY Ford Fiesta and 2012-2015 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, this coverage will last through September 30, 2015. Coverage is automatically transferred to subsequent owners. Customers who have previously paid for this repair are eligible for reimbursement until September 30, 2015.

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
Certain 2011 through 2015 Model Year Fiesta and 2012 through 2015 Model Year Focus Vehicles
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- 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. Vehicles produced on or before December 31, 2014 are included in this program. Ford has made updates to modules in vehicles currently being produced, and will continue to monitor warranty data.

Reference Guide to Understanding DPS6 Automatic Transmission Warranty Coverage

COVERAGES <small>(Coverage expires when time or mileage limit is reached)</small>	3 yrs. 36,000 MILES	5 yrs. 60,000 MILES	7 yrs. 100,000 MILES	10 yrs. 150,000 MILES
New Vehicle Warranty Coverage				
New Vehicle Powertrain Warranty Coverage				
Transmission Clutch Shudder and Input Shaft Seals only 14M01 Extended Warranty <small>(Vehicles built before June 6, 2013)</small>			14M01	
Transmission Control Module only Emissions Warranty and 14M02 Extended Warranty	Emissions Warranty Coverage*			14M02

*Transmission Control Module may be covered under 8 years/80,000 miles Emissions Warranty. Always consult the Part Coverage tool on OASIS for each vehicle to verify eligible coverage.

14M01 / 14M02 DPS6 FSA Extended Warranty Repair Coverage Summary			
Publication	Concern	Repairs Covered	Repairs NOT Covered
FSA 14M01-S1 <small>(Extended Warranty Coverage)</small>	Transmission Clutch Shudder / Input Shaft Seal Leak	<ul style="list-style-type: none"> • TCM reprogramming • Transmission input shaft seal replacement • Clutch cleaning • Clutch replacement 	<ul style="list-style-type: none"> • TCM replacement • Internal transmission repairs • Other mechanical or electrical repairs or component replacement • Additional diagnostic time
FSA 14M02 <small>(Extended Warranty Coverage)</small>	Transmission Control Module (TCM) Failure	<ul style="list-style-type: none"> • TCM replacement (TCM reprogramming is included) <p>NOTE: Up to 2 hours diagnostic time may be claimed but <u>ONLY</u> when the TCM is the causal component</p>	<ul style="list-style-type: none"> • Diagnostic time for any fault where the TCM is not the causal component • Internal transmission repairs • Other mechanical or electrical repairs or component replacement

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

OVERVIEW

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 transmission control module.

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 providing the vehicle is no longer eligible for repair under the New Vehicle Limited Warranty Powertrain coverage or Emissions Warranty coverage. This service must be performed at no charge to the vehicle owner.

NOTE: This program extends the coverage of the TCM to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. Coverage is automatically transferred to subsequent owners.

NOTE: This program DOES NOT apply to vehicles that qualify for repairs under New Vehicle Limited Warranty Powertrain coverage or Emissions 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

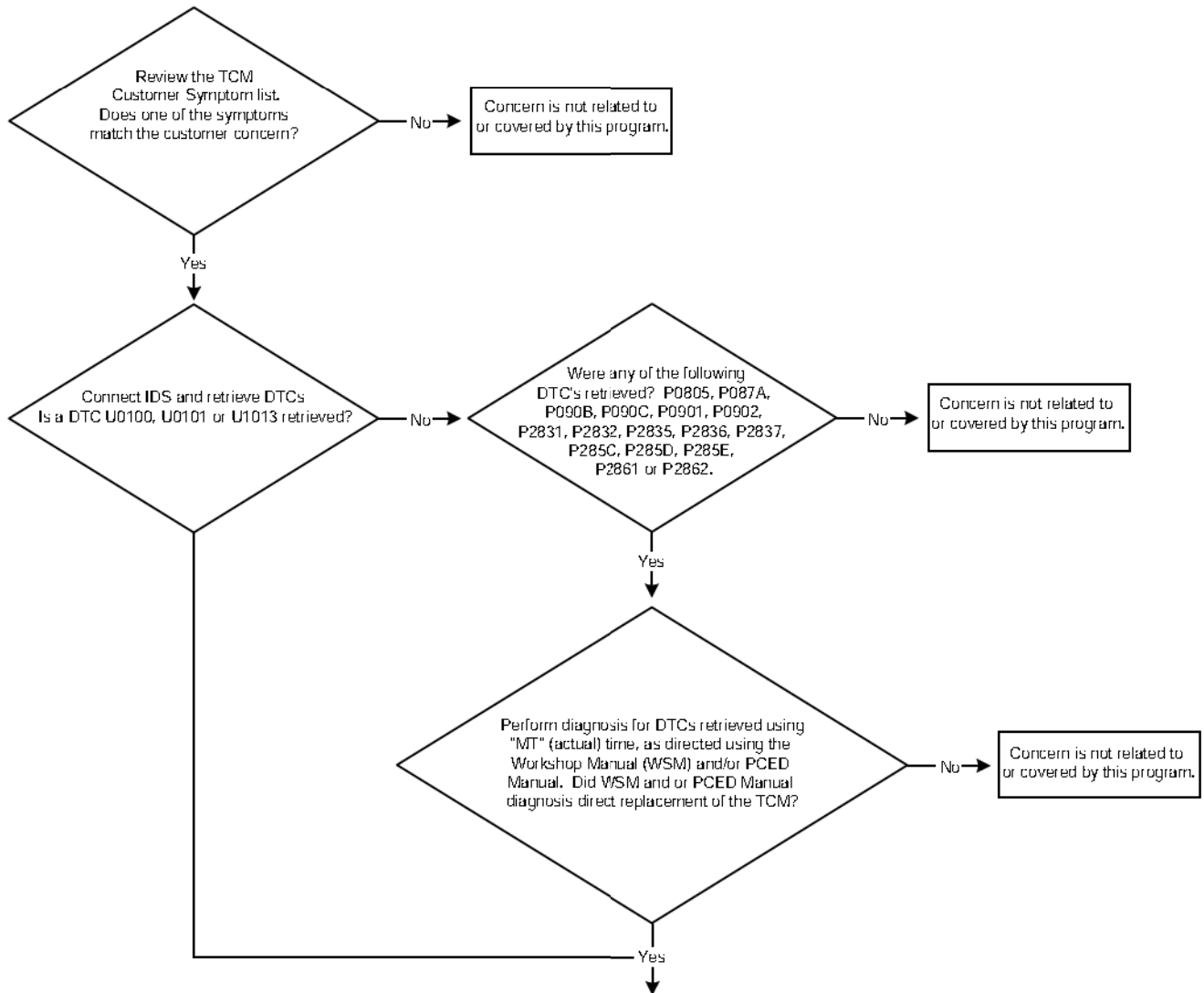
Diagnostic Trouble Code(s)

- 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, the cost of diagnosis and repairs will not 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 94.01 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 programming. 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 94.01 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.

