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TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 14M01 – Supplement #3**
 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 :

- **Customer Satisfaction Program 14M01 – S2** Dated March 27, 2015
- Technical Service Bulletin (TSB) **15-0090** – Excessive Transmission Clutch Shudder DPS6 Automatic Transmission and/or Transmission Fluid Leak

New! REASON FOR THIS SUPPLEMENT

Supplement #3 is being released to:

- *Modify the labor times to allow for clutch shudder diagnosis to be claimed separate from clutch replacement.*
- *Update TSB reference to TSB 15-0090, which replaces TSB 15-0043.*

New! 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 TSB **15-0090**.

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.

NOTE: Vehicles having a build date of June 6, 2013 or later have improved transmission input shaft seals that are not likely to experience leaks.

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.

New! 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 *15-0090*. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters were mailed beginning 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.

New! ATTACHMENTS

- Attachment I: Administrative Information
 - Attachment II: Labor Allowances and Parts Ordering Information*
 - Attachment III: Technical Information
 - Attachment IV: DPS6 Diagnosis and Repair Summary Flow Chart
 - Attachment V: DPS6 TSB/FSA Warranty Coverage Summary
 - Attachment VI: Claiming Instructions for Parts Delay Greater than 30 Days*
- 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 – Supplement #3
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 was 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 up to two (2) days of vehicle rental for vehicles that require clutch cleaning or clutch replacement. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership these repairs. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but must not exceed the stated daily rate. Prior approval for more than two (2) rental days is required from the Special Service Support Center (1-800-325-5621).

New! 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 TSB **15-0090**. 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.
- *Separate labor operations have been created to enable dealers to submit a repair order for diagnostic labor only. Refer to Attachment VI - Claiming Instructions for Parts Delay Greater than 30 Days.*

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

New! LABOR ALLOWANCES

Labor allowances are consistent with TSB [15-0090](#). Repairs for vehicles covered by New Vehicle Limited Warranty should be claimed using the Labor Operation Codes provided in TSB [15-0090](#).

Description	Labor Operation	Vehicle Application	Labor Time
<i>Labor to be claimed at initial diagnosis</i>			
Reprogram TCM and Perform Shudder Diagnosis – PASS (Shudder less than 250 RPM) Includes performing the pinpoint test	14M01H	2012-2014MY FOCUS	1.1 Hours
		2011-2014MY FIESTA	1.1 Hours
Reprogram TCM and Perform Shudder Diagnosis – FAIL (Shudder greater than 250 RPM) Includes performing the pinpoint test	14M01L	<i>2012-2014MY FOCUS</i>	<i>1.1 Hours</i>
		<i>2011-2014MY FIESTA</i>	<i>1.1 Hours</i>
<i>Labor to be claimed during repairs</i>			
Replace the Clutch <ul style="list-style-type: none"> • Includes post road test • <i>May be claimed with 14M01L (if not previously claimed)</i> 	14M01M	2012-2014MY FOCUS	5.0 Hours
		2011-2014MY FIESTA	4.5 Hours
Replace the Clutch and Both Input Shaft Seals <ul style="list-style-type: none"> • Includes post road test • <i>May be claimed with 14M01L (if not previously claimed)</i> 	14M01N	2012-2014MY FOCUS	5.4 Hours
		2011-2014MY FIESTA	4.9 Hours
Clean the Clutch and Replace Both Input Shaft Seals <ul style="list-style-type: none"> • Includes post road test • <i>May be claimed with 14M01L (if not previously claimed)</i> 	14M01P	2012-2014MY FOCUS	6.2 Hours
		2011-2014MY FIESTA	5.7 Hours
Replace the Clutch after Cleaning This operation requires a Prior Approval Code and can only be claimed with <i>Labor Operation 14M01P</i> . Includes time for Prior Approval and post road test.	14M01Q *	2012-2014MY FOCUS	5.4 Hours
		2011-2014MY FIESTA	4.9 Hours

* **NOTE:** U.S. Ford and Lincoln Dealerships need to obtain prior approval before proceeding with the installation of a new clutch after cleaning (*Labor Operation 14M01Q*). 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-C* or EV6Z-7052-A*	Focus Seal Kit (see page 4 of 4 for kit contents)	1
EV6Z-7052-D* or EV6Z-7052-B*	Fiesta Seal Kit (see page 4 of 4 for kit contents)	1

* Either part number can be used for repairs.

Clutch Assembly (Order per Application)

Part Number	Description	Order Quantity
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-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 1 Quart
PM-4-A	Motorcraft® Metal Brake Parts Cleaner (Up to 6 Cans Required)	Up to 6 Cans
BE8Z-6731-AB	Motorcraft® Oil Filter FL-910-S	1
1S7Z-6840-AA	Oil Filter Cooler Adapter Gasket (Focus)	1
BE8Z-6L621-A	Oil Cooler Assembly Seal (Fiesta, if needed due to damage)	1
XO-5W20-QSP	Motorcraft® 5W20 Premium Synthetic Blend Motor Oil	Up to 1 Quart
XL-2	Motorcraft® High Temperature Nickel Anti-Seize Lubricant	As Needed
F1FZ-7H183-A	Differential Seal Plugs (1 package of 2 seal plugs, can be used for multiple repairs)	As Needed

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PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)

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.

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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SEAL KIT CONTENTS

Focus Seal Kit (EV6Z-7052-C)	Kit Qty.	Part Number
Input Shaft Seal Inner	1	AE8Z-7052-D
Clutch-To-Hollow Input Shaft Snap Ring	1	AE8Z-7064-A
Input Shaft Seal Outer	1	AE8Z-7048-C
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-A
Ball Joint Bolt	2	W715491-S442
Ball Joint Nut	2	W520415-S442

Fiesta Seal Kit (EV6Z-7052-D)	Kit Qty.	Part Number
Input Shaft Seal Inner	1	AE8Z-7052-D
Clutch-To-Hollow Input Shaft Snap Ring	1	AE8Z-7064-A
Input Shaft Seal Outer	1	AE8Z-7048-C
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-A
Exhaust Gasket	1	2S6Z-9450-A
Exhaust Nut	2	W703662-S403
Ball Joint Bolt	2	W709618-S442
Ball Joint Nut	2	W520203-S442

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 (Vehicles built before June 6, 2013)			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 (Extended Warranty Coverage)	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 (Extended Warranty Coverage)	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

Claiming Instructions for Parts Delay Greater than 30 Days

Opening Statement:

Due to the length of time between initial diagnosis for clutch shudder and clutch availability, TSB (15-0090) and FSA (14M01-S3) labor operations have been updated to allow diagnostic labor to be claimed separate from clutch repair or replacement.

Submission of a claim for diagnostic labor only while parts are on backorder deviates from normal policy and is only applicable to this repair (W&P Manual V 2.4, Section 1 page 13).

If parts delay is estimated at over 30 days, you may submit the claim for diagnostic labor. Dealer management systems differ; thus, there are multiple methods to accomplish this. Below are two options to submit diagnostic labor separate from repair labor.

Option 1

- Open repair order line 1 for diagnosis and line 2 for the repair
- Submit line 1 with line 2 open while waiting for parts
- Submit line 2 upon completion

Option 2

- Open and submit a repair order for diagnosis
- Open a second repair order, at the same time, and leave it open while waiting for parts
- Submit the 2nd repair order upon completion

If the repair is beyond 30 days, the repair will require a dealer self approval code. If the repair is beyond 90 days, request a submission time limit code. If parts delay is less than 30 days, follow normal policy and submit both diagnostic and repair labor when repairs have been completed.

Supporting Information:

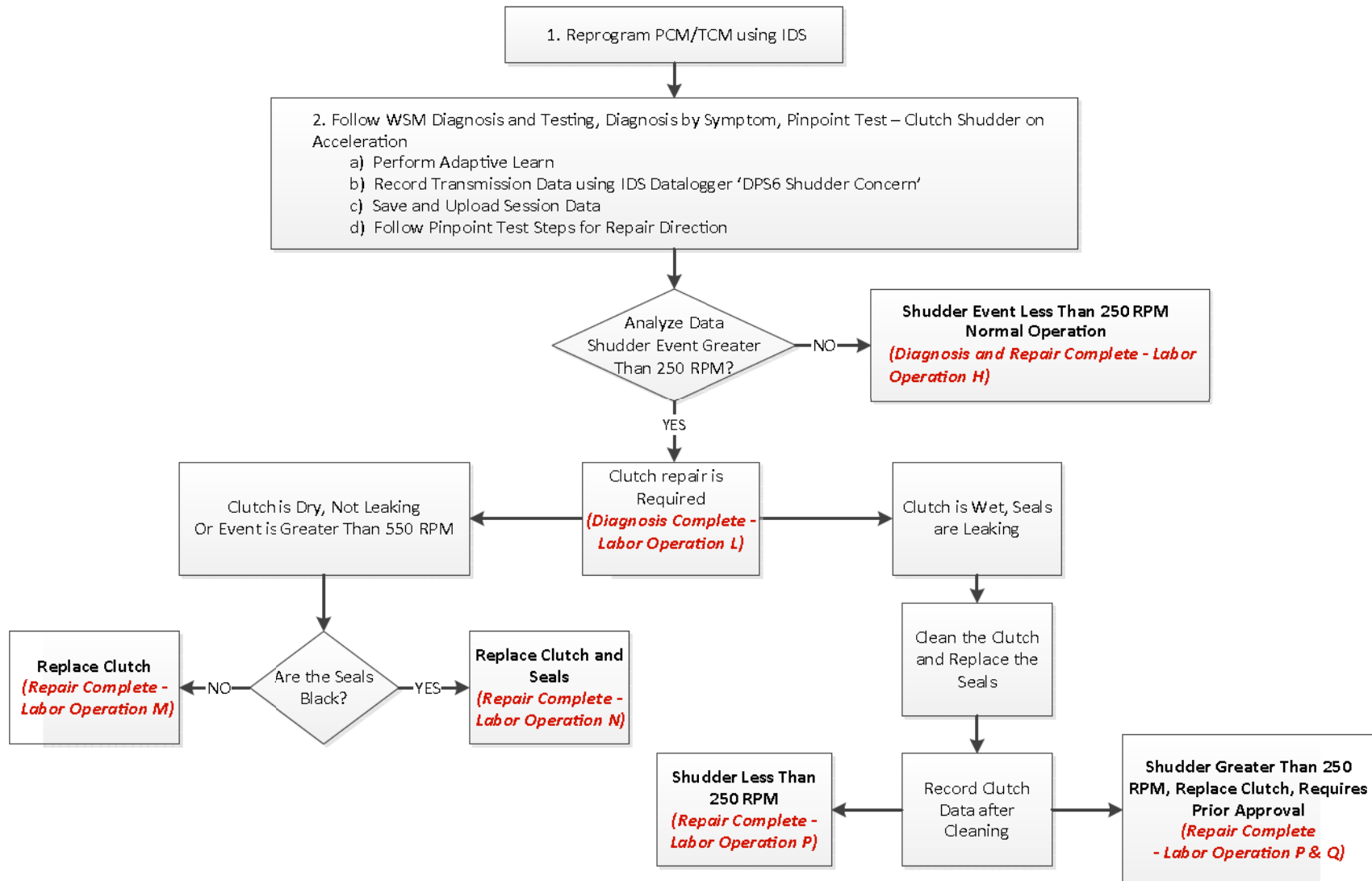
- Dealers should review OASIS at the time of service write-up to identify vehicles that have had diagnostic labor only claims to avoid repeat diagnosis labor.
- Submitting multiple claims will not close FSA 14M01.

Category: WSM Transmission – Warranty Policy.

Do: Submit diagnostic labor only claim if backorder is greater than 30 days.

Don't: Include diagnostic labor again at time of repair.

NEW ! DIAGNOSIS AND REPAIR SUMMARY EXCESSIVE TRANSMISSION CLUTCH SHUDDER DPS6 AUTOMATIC
 TRANSMISSION AND/OR TRANSMISSION FLUID LEAK



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

NEW ! 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.

Supplement #3 is being released to:

- *Modify the labor times to allow for clutch shudder diagnosis to be claimed separate from clutch replacement.*
- *Update TSB reference to TSB 15-0090, which replaces TSB 15-0043.*

NEW ! 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 94.03 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: U.S. Ford and Lincoln Dealerships need to obtain prior approval before proceeding with the installation of a new clutch after cleaning (*Labor Operation 14M01Q*). 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 EE 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.

