

**4F27E TRANSMISSION - SYMPTOMS OF DIRECT CLUTCH FAILURE - 2-3  
OR 2-4 UPSHIFT FLARE – LACK OF 3RD AND/OR 4TH GEAR -- DTCS  
P0733, P0734, P0751 AND/OR P0972**

**TSB 14-0002**

**SB-10045084-3790**

**FORD:**

2008-2011 Focus

**FORD:**

2010-2013 Transit Connect

This article supersedes TSB 12-6-15 to update the vehicle model years, model lines, Service Procedure and Part List.

**ISSUE**

Some 2010-2013 Transit Connect and 2008-2011 Focus vehicles equipped with a 4F27E transmission may exhibit a 2-3 or 2-4 upshift flare, or lack of 3rd and/or 4th gear along with burnt automatic transmission fluid and diagnostic trouble codes (DTCs) P0733, P0734, P0751 and/or P0972. A direct clutch repair kit is now available to address these concerns.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Remove and overhaul the automatic transmission using the direct clutch repair kit and seal kit. Refer to Workshop Manual (WSM), Section 307-01.
  - a. The direct clutch repair kit and seal kit include all parts that must be replaced during this repair.
  - b. Inspect the servo rod bore in the transmission case. A worn servo rod bore can also cause pressure loss in the direct clutch hydraulic circuit. If the servo rod bore in the transmission case is worn, it can be repaired by installing a bushing using the 4F27 Servo Bore Master Repair Kit available from the Rotunda Technician Tool Program (RTTP), kit number NRL4F27.

2. **NOTE:**

PLEASE ADVISE THE CUSTOMER THAT THIS VEHICLE IS EQUIPPED WITH AN ADAPTIVE TRANSMISSION SHIFT STRATEGY WHICH ALLOWS THE VEHICLE'S COMPUTER TO LEARN THE TRANSMISSION'S UNIQUE PARAMETERS AND IMPROVE SHIFT QUALITY. WHEN THE ADAPTIVE STRATEGY IS RESET, THE COMPUTER WILL BEGIN A RE-LEARNING PROCESS. THIS RE-LEARNING PROCESS MAY RESULT IN FIRMER THAN NORMAL UPSHIFTS AND DOWNSHIFTS FOR SEVERAL DAYS.

For 2010-2012 Transit Connect vehicles built on or before 02/10/2012 - Reprogram the powertrain control module (PCM) to the latest calibration using Integrated Diagnostic System (IDS) release 77.01 and higher. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

PART NUMBER	PART NAME
9S4Z-7153-A	Seal Kit
AS4Z-7F283-C	Direct Clutch Kit
FL-910S	Motorcraft® Oil Filter—Focus
1S7Z-6840-AA	Adapter Gasket—Focus
XF1Z-7G100-AA	Roll Pin
XT-10-QLVC	Motorcraft® MERCON® LV Automatic Transmission Fluid
TA-24	Motorcraft® Thread Sealant with PTFE
TA-25	Motorcraft® Threadlock and Sealer

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 supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

PART NUMBER	PART NAME
TA-29	Motorcraft® Ultra Silicone Sealant
XL-5	Motorcraft® Multi-Purpose Grease
6S4Z-3B477-AA	Nut - Half Shaft—Focus
W712393-S439	Bolt - Ball Joint—Focus
W520213-S440	Nut - Ball Joint—Focus
YS4Z-3N324-AA	Strap - Link Shaft
W520102-S309	Nut - Link Shaft
2T1Z-3B477-A	Nut - Half Shaft—Transit
W706854-S442	Nut - Ball Joint—Transit
5N5Z-3B498-A	Circlip

OPERATION	DESCRIPTION	TIME
140002A	2008-2011 Focus Automatic Transmission 4F27E: Check DTCs Overhaul Transmission (Do Not Use With Any Other Labor Operations)	9.0 Hrs.
140002A	2010-2013 Transit Connect Automatic Transmission 4F27E: Check DTCs Overhaul Transmission Includes Time To Reprogram The PCM If Necessary (Do Not Use With Any Other Labor Operations)	9.2 Hrs.
140002B	2008-2011 Focus Automatic Transmission 4F27E: Check DTCs Overhaul Transmission And Perform Servo Bore Repair (Do Not Use With Any Other Labor Operations)	9.4 Hrs.
140002B	2010-2013 Transit Connect Automatic Transmission 4F27E: Check DTCs Overhaul Transmission And Perform Servo Bore Repair Includes Time To Reprogram The PCM If Necessary (Do Not Use With Any Other Labor Operations)	9.6 Hrs.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions 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**

BASIC PART NO.	CONDITION CODE
7F283	30