

**SB-10056901-7043****FORD:**

2011-2015 Explorer

This article supersedes TSB 12-12-4 to update the vehicle model years and Service Procedure.

**ISSUE**

Some 2011-2015 Explorer vehicles may exhibit an exhaust odor in the vehicle with the auxiliary climate control system on. Customers may indicate the odor smells like sulfur.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Reprogram the Heating Ventilation Air Conditioning (HVAC) module to the latest calibration using IDS release 91.02 or higher. Calibration files may also be obtained at [www.motorcraftservice.com](http://www.motorcraftservice.com).
  - a. When reprogramming the HVAC, IDS will have additional questions that require a yes response to reprogram the module.
2. Remove the rear bumper cover. Refer to Workshop Manual (WSM), Section 501-19.
3. Replace the left side rear air extractor. (Figure 1)

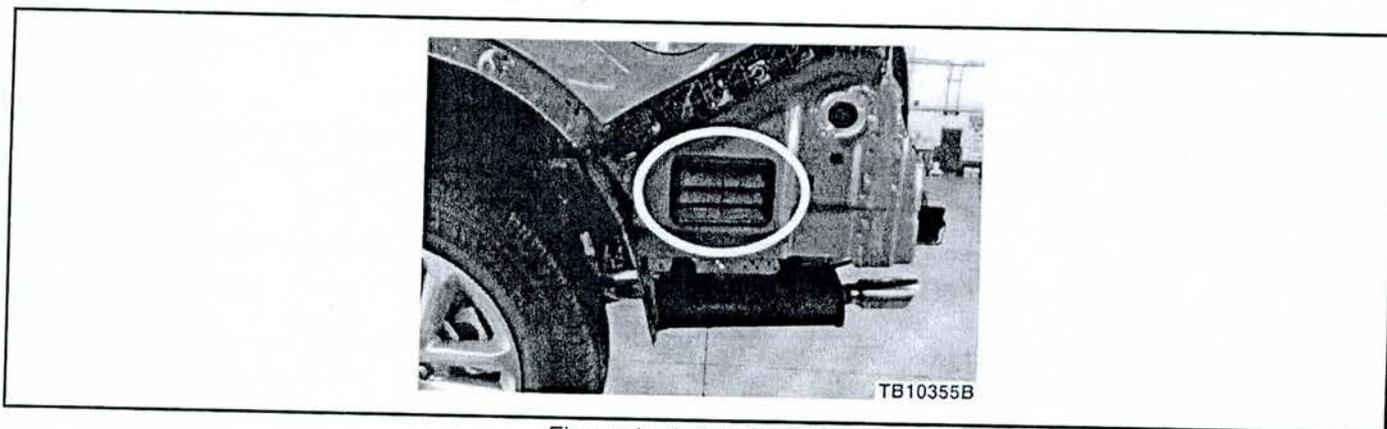


Figure 1 - Article 14-0130

4. Install the rear bumper cover. Refer to WSM, Section 501-19.
  - a. Apply masking tape around the outer edge of the rear fender mouldings to protect the vehicle from damage.
5. Open the liftgate and inspect for the presence of drain valves in the two (2) drain holes on the left and right side of the liftgate. Are the drain valves present? (Figure 2)
  - a. Yes - no further action is required. Repair is complete.
  - b. No - proceed to Step 6.
6. Install a new drain valve in each of the two (2) drain holes on the left and right side of the liftgate. (Figure 2)

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.

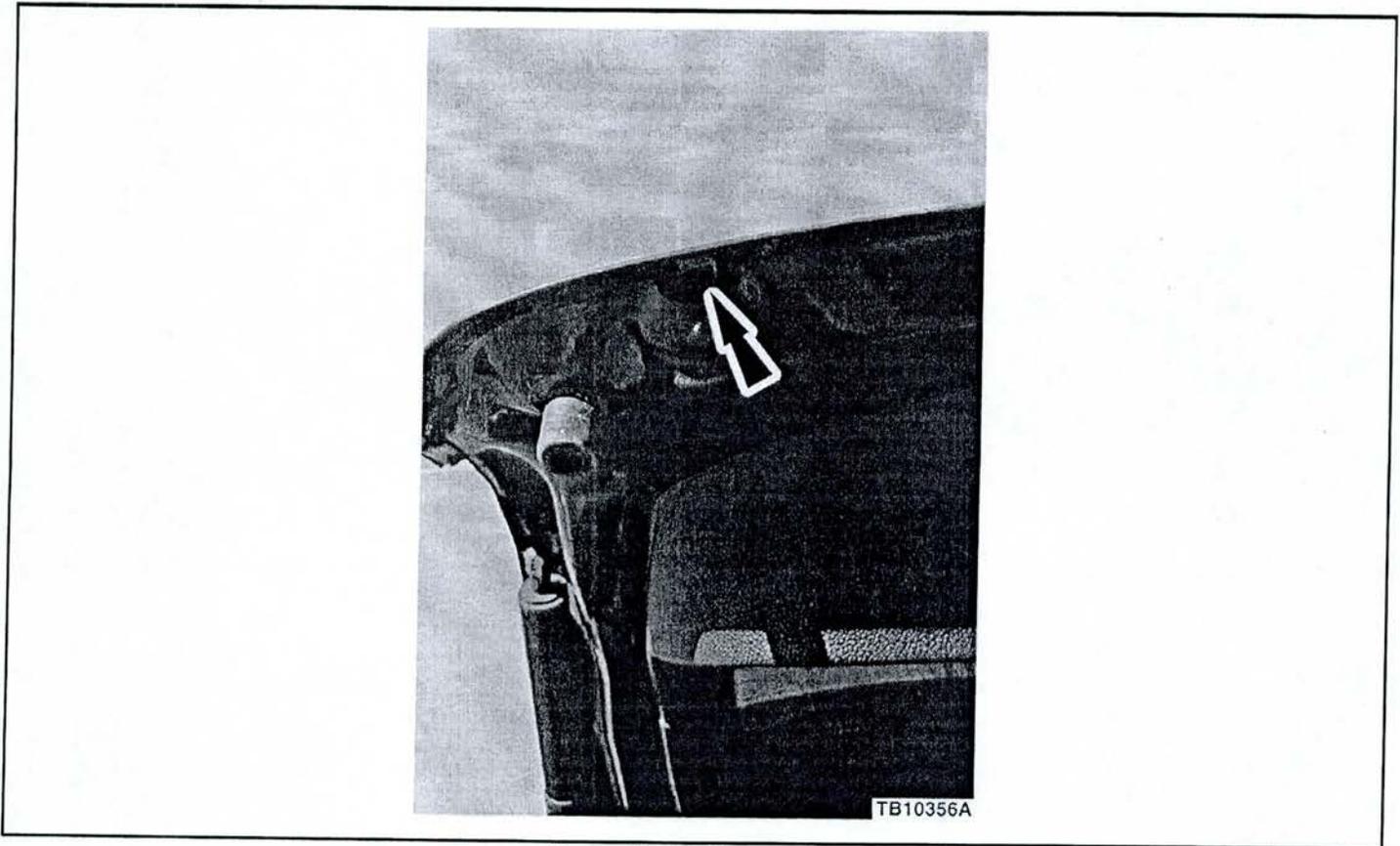


Figure 2 - Article 14-0130

7. Raise the vehicle on hoist. Refer to WSM, Section 100-02.
8. Lower and support the rear section of the exhaust system.
9. Clean the areas on the underside of the vehicle where the seam sealer will be applied. (Figures 3-5)

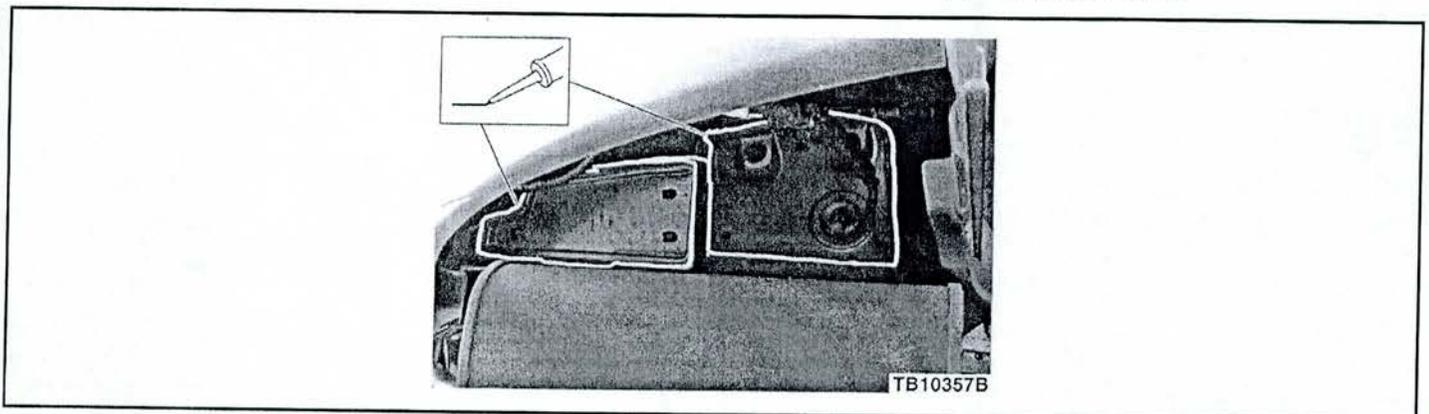


Figure 3 - Article 14-0130

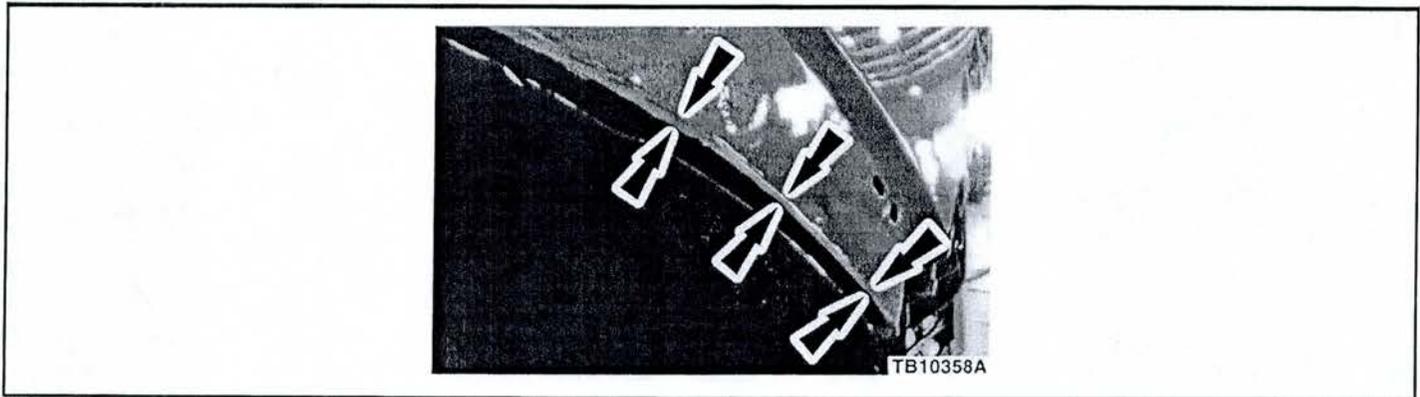


Figure 4 - Article 14-0130

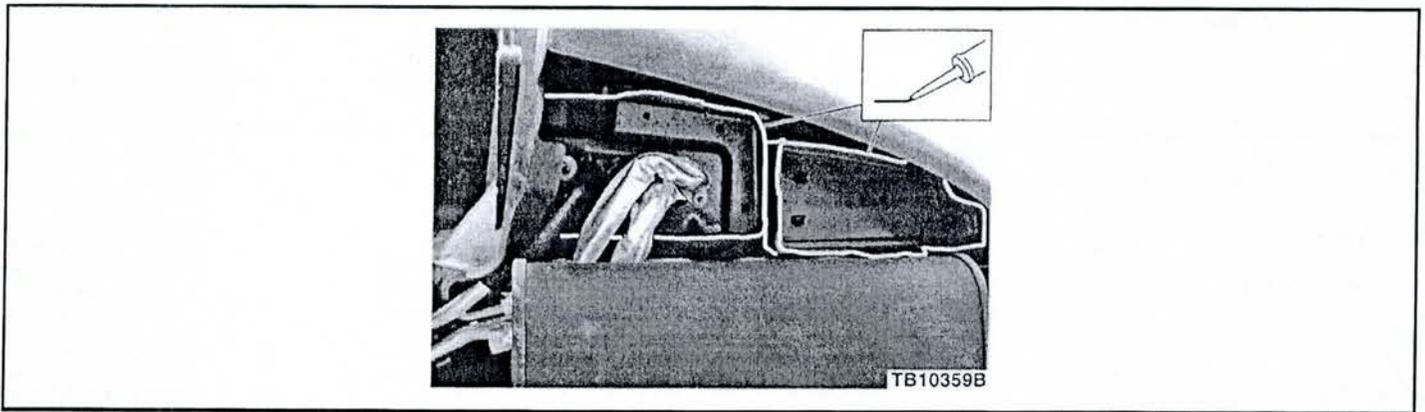


Figure 5 - Article 14-0130

10. Cover the exhaust system and auxiliary climate control drain.
11. Apply a generous amount of Motorcraft® Seam Sealer to rear horizontal sheet metal lap joints on left and right sides of the vehicle, and the rear sheet metal overlap flange across the rear of the vehicle. (Figures 3-5)
12. Spray a generous amount of 3M™ Rubberized Undercoating around the auxiliary air conditioning lines and seam sealer areas. (Figure 6)

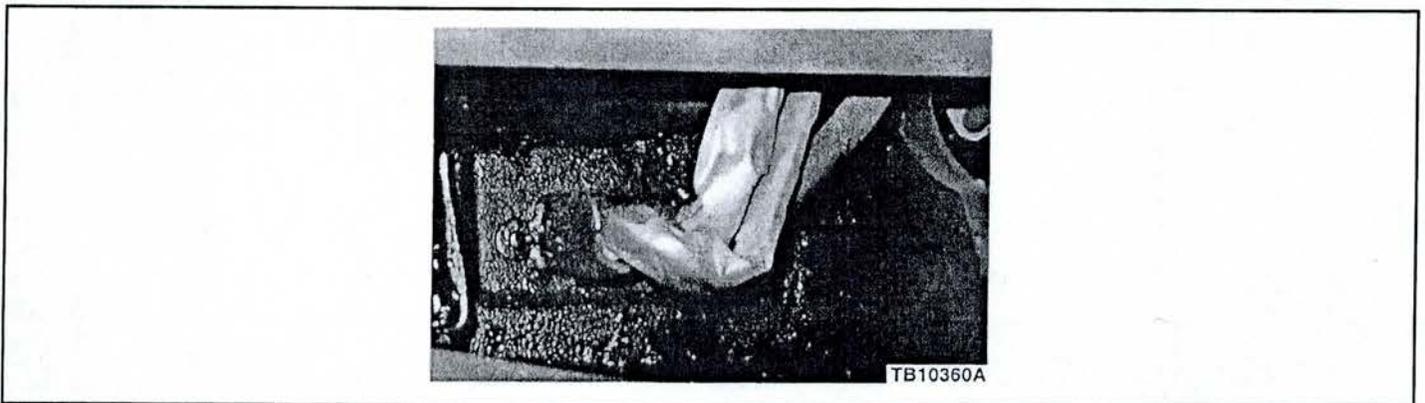


Figure 6 - Article 14-0130

13. Install the rear exhaust system.

Obtain Parts Locally	
Part Number	Part Description

(Continued)

08882

3M™ Rubberized Undercoating

PART NUMBER	PART NAME
BB5Z-61280B62-B	Dual Rate Air Extractor
BB5Z-7829164-AA	Wheel Lip Moulding Right Hand
BB5Z-7829165-AA	Wheel lip Moulding Left Hand
4M8Z-54280B62-A	Valve Assembly Auto Drain
TA-2	Motorcraft® Seam Sealer

OPERATION	DESCRIPTION	TIME
140130A	2011-2015 Explorer: Reprogram The HVAC Module, Replace Air Extractors And Both Rear Fender Mouldings (Do Not Use With Any Other Labor Operations)	1.3 Hrs.
140130B	2011-2015 Explorer: Reprogram The HVAC Module, Replace Air Extractors Both Rear Fender Mouldings, Seal The Body And Install Liftgate Drain Valves (Do Not Use With Any Other Labor Operations)	2.0 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**

BASIC PART NO.	CONDITION CODE
61280B62	07

**FORD:**

2011-2014 Fiesta  
2012-2014 Focus

This article supersedes TSB 14-0047 to update the Title, Issue Statement, Service Procedure and Part List.

**ISSUE**

Some 2011-2014 Fiesta and 2012-2014 Focus vehicles equipped with a DPS6 automatic transmission may exhibit an excessive transmission clutch shudder on light acceleration. 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**

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. **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 91.01 or later. Calibration files may also be obtained at [www.motorcraftservice.com](http://www.motorcraftservice.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.

NOTE: FORD AND LINCOLN DEALERSHIPS NEED TO OBTAIN PRIOR APPROVAL BEFORE PROCEEDING WITH THE INSTALLATION OF A NEW CLUTCH AFTER CLEANING. SAVE AND UPLOAD IDS SESSION DATA CAPTURED FROM THE POST CLUTCH CLEANING VALIDATION IN THE PINPOINT TEST FOR USE IN THE PRIOR APPROVAL PROCESS. (FIGURE 1)

WARNING: BRAKE PARTS CLEANER PM-4-A IS IRRITATING TO THE SKIN, EYE AND RESPIRATORY TRACT. THIS PRODUCT MAY CAUSE CENTRAL NERVOUS SYSTEM 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 MUST 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.

PART NUMBER	PART NAME
EV6Z-7052-A	Seal Kit - Focus (Figure 2) Required For All Clutch And Seal Repairs

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PART NUMBER	PART NAME
EV6Z-7052-B	Seal Kit - Fiesta (Figure 2) Required For All Clutch And Seal Repairs
AE8Z-7B546-E	Dual Clutch Assembly Kit - Fiesta Built On Or Before 1/12/2011
BV6Z-7B546-F	Dual Clutch Assembly Kit - Focus & Fiesta Built On Or Aafter 1/13/2011
AE8Z-7007-A	Engine-to-Transaxle Separator Plate — 1.6L
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
140131A	2012-2014 Focus DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test Per WSM Procedure, Release The Vehicle Within Expected Limits (Do Not Use With Any Other Labor Operations)	1.1 Hrs.
140131A	2011-2013 Fiesta DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test Per WSM Procedure, Release The Vehicle Within Expected Limits (Do Not Use With Any Other Labor Operations)	1.1 Hrs.
140131A	2014 Fiesta DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test Per WSM Procedure, Release The Vehicle Within Expected Limits (Do Not Use With Any Other Labor Operations)	1.1 Hrs.
140131B	2012-2014 Focus DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test Per WSM Procedure, Replace Clutch, Includes Post Road Test (Do Not Use With Any Other Labor Operations)	6.4 Hrs.
140131B	2011-2013 Fiesta DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test Per WSM Procedure, Replace Clutch, Includes Post Road Test (Do Not Use With Any Other Labor Operations)	5.9 Hrs.
140131B	2014 Fiesta DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test Per WSM Procedure, Replace Clutch, Includes Post Road Test (Do Not Use With Any Other Labor Operations)	6.3 Hrs.
140131C	2012-2014 Focus DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test Per WSM Procedure, Replace Both Inner Input Shaft Seals And Clutch, Includes Post Road Test (Do Not Use With Any Other Labor Operations)	6.8 Hrs.
140131C	2011-2013 Fiesta DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test Per WSM Procedure, Replace Both Inner Input Shaft Seals And Clutch, Includes Post Road Test (Do Not Use With Any Other Labor Operations)	6.3 Hrs.
140131C	2014 Fiesta DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test Per WSM Procedure, Replace Both Inner Input Shaft Seals And Clutch, Includes Post Road Test (Do Not Use With Any Other Labor Operations)	6.7 Hrs.
140131D	2012-2014 Focus DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test Twice Per WSM Procedure, Replace Both Inner Input Shaft Seals And Clean Clutch (Do Not Use With Any Other Labor Operations Except E)	7.6 Hrs.

OPERATION	DESCRIPTION	TIME
140131D	2011-2013 Fiesta DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test Twice Per WSM Procedure, Replace Both Inner Input Shaft Seals And Clean Clutch (Do Not Use With Any Other Labor Operations Except E)	7.1 Hrs.
140131D	2014 Fiesta DPS6: Reprogram The PCM/TCM, Perform Pinpoint Test Twice Per WSM Procedure, Replace Both Inner Input Shaft Seals And Clean Clutch (Do Not Use With Any Other Labor Operations Except E)	7.5 Hrs.
140131E	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.
140131E	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.
140131E	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**

BASIC PART NO.	CONDITION CODE
7B546	14

## 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.

TB10560A

Figure 1 - Article 14-0131

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

TB10561A

Figure 2 - Article 14-0131

**FORD:**

2009-2014 Escape, Expedition, F-150, Flex  
2010-2014 Fusion, Mustang, Transit Connect  
2011-2014 Edge, Fiesta  
2012-2014 Focus  
2013-2014 C-MAX  
2008-2015 Explorer  
2010-2015 Taurus  
2015 Transit

**LINCOLN:**

2009-2014 MKS, Navigator  
2010-2014 MKT, MKZ  
2011-2014 MKX

**MERCURY:**

2008-2010 Mountaineer  
2009-2011 Mariner  
2010-2011 Milan

**ISSUE**

Some vehicles equipped with the Easy Fuel™ Capless Fuel System may exhibit a concern where a fuel nozzle cannot be inserted and/or removed. This concern may be caused by a problem with the fuel station nozzle. The sleeve at the tip of the spout may be missing, not allowing the nozzle to be inserted, or could be loose/gapped not allowing the nozzle to be removed once inserted.

**ACTION**

Follow the service procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Provide the customer with the customer information sheet. (Figure 2)
2. Identify the customer concern.
  - a. For fuel nozzle insertion concerns, proceed to Step 3.
  - b. For fuel nozzle removal concerns, proceed to Step 5.
3. Verify normal system operation by attempting to insert the Easy Fuel™ funnel supplied with the vehicle into the fuel tank filler pipe.
  - a. The funnel is typically located near the spare tire or jacking tools. Refer to the Owner's Guide for funnel location as required.
4. Does the Easy Fuel funnel insert normally?
  - a. Yes - the system is operating normally. This article does not apply.
  - b. No - replace the fuel tank filler pipe. Refer to Workshop Manual (WSM), Section 310-01. Repair is complete.
5. Is the fuel station nozzle still stuck in the fuel tank filler pipe?

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- a. Yes - Remove the single hex head set screw at the base of spout near the handle cover. Twist and pull the nozzle handle to separate from the spout. Once the fuel nozzle handle is separated from the spout, the fuel tank filler pipe can be replaced. Refer to WSM, Section 310-01. (Figure 1)

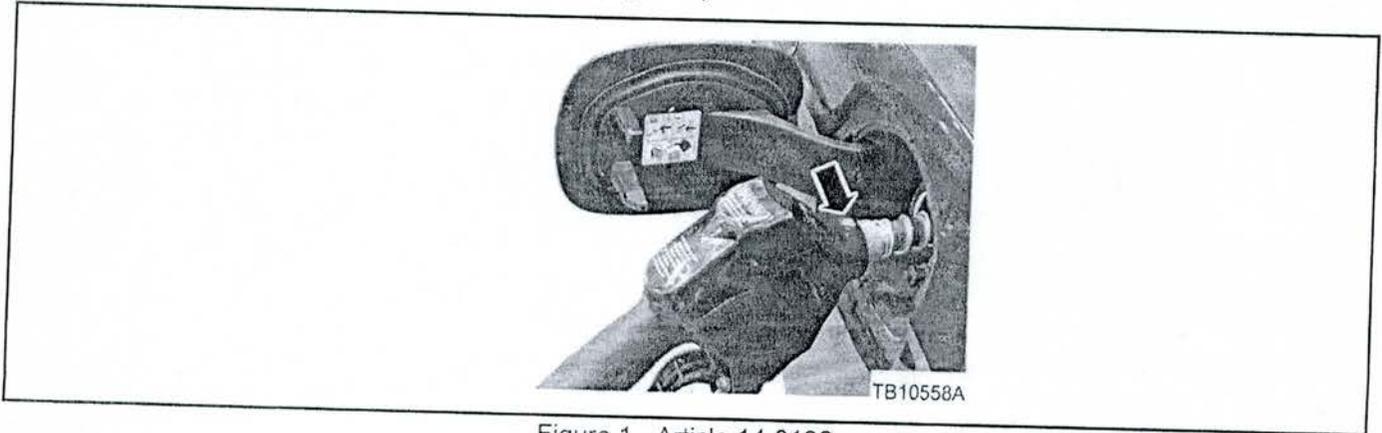


Figure 1 - Article 14-0132

- b. No - inspect the fuel tank filler pipe for physical damage or for the nozzle sleeve remaining inside the capless device.
6. Is the nozzle sleeve visible in the fuel tank filler pipe, or is the fuel filler pipe damaged?
- a. Yes - replace the fuel tank filler pipe. Refer to WSM, Section 310-01. Repair is complete.
  - b. No - the system is operating normally. No further service is required.

PART NUMBER	PART NAME
9032	Fuel Filler Neck — See Parts Catalog For Complete Listing (All Focus/ 2013 And Newer Escape Only)
9034	Fuel Filler Neck — See Parts Catalog For Complete Listing (All Vehicles Except Focus/ 2013 And Newer Escape)

OPERATION	DESCRIPTION	TIME
140132A	2013-2014 Fusion, MKZ, 2011-2014 Fiesta, Edge, MKX: Replace The Fuel Filler Pipe Includes Time To Test Nozzle Insertion Or Remove Fuel Station Nozzle (Do Not Use With Any Other Labor Operations)	0.8 Hr.
140132A	2011-2015 Explorer, 2010 Mustang 4.0L SOHC: Replace The Fuel Filler Pipe Includes Time To Test Nozzle Insertion Or Remove Fuel Station Nozzle (Do Not Use With Any Other Labor Operations)	0.9 Hr.
140132A	2010-2015 Taurus, 2010-2014 Flex, MKT, MKS, 2009-2014 F-150, 2015 Transit, 2009-2014 Expedition, Navigator, 2009-2014 Escape, 2009-2011 Mariner: Replace The Fuel Filler Pipe Includes Time To Test Nozzle Insertion Or Remove Fuel Station Nozzle (Do Not Use With Any Other Labor Operations)	1.0 Hr.
140132A	2010-2014 Mustang, Transit Connect: Replace The Fuel Filler Pipe Includes Time To Test Nozzle Insertion Or Remove Fuel Station Nozzle (Do Not Use With Any Other Labor Operations)	1.1 Hrs.
140132A	2010-2012 Fusion FWD, MKZ FWD, 2010-2011 Milan, 2013-2014 C-MAX: Replace The Fuel Filler Pipe Includes Time To Test Nozzle Insertion Or Remove Fuel Station Nozzle (Do Not Use With Any Other Labor Operations)	1.2 Hrs.

TSB 14-0132 (Continued)

OPERATION	DESCRIPTION	TIME
140132A	2008-2010 Explorer, Mountaineer: Replace The Fuel Filler Pipe Includes Time To Test Nozzle Insertion Or Remove Fuel Station Nozzle (Do Not Use With Any Other Labor Operations)	1.6 Hrs.
140132A	2010-2012 Fusion AWD, MKZ AWD, 2010-2011 Milan AWD: Replace The Fuel Filler Pipe Includes Time To Test Nozzle Insertion Or Remove Fuel Station Nozzle (Do Not Use With Any Other Labor Operations)	1.8 Hrs.

**WARRANTY STATUS:**

This is not a repair covered by warranty, but is otherwise eligible Under Special Programs Provisions Requiring Special Claims Coding as listed below: This special program expires on 12/31/2015. No repairs performed after 12/31/2015 are covered.

**SPECIAL DEALER CLAIM CODING:**

Program Code: R02

BASIC PART NO.	CONDITION CODE
9032 (all Focus, 2013 and newer Escape only) or 9034 (all others)	02



Customer Information Sheet

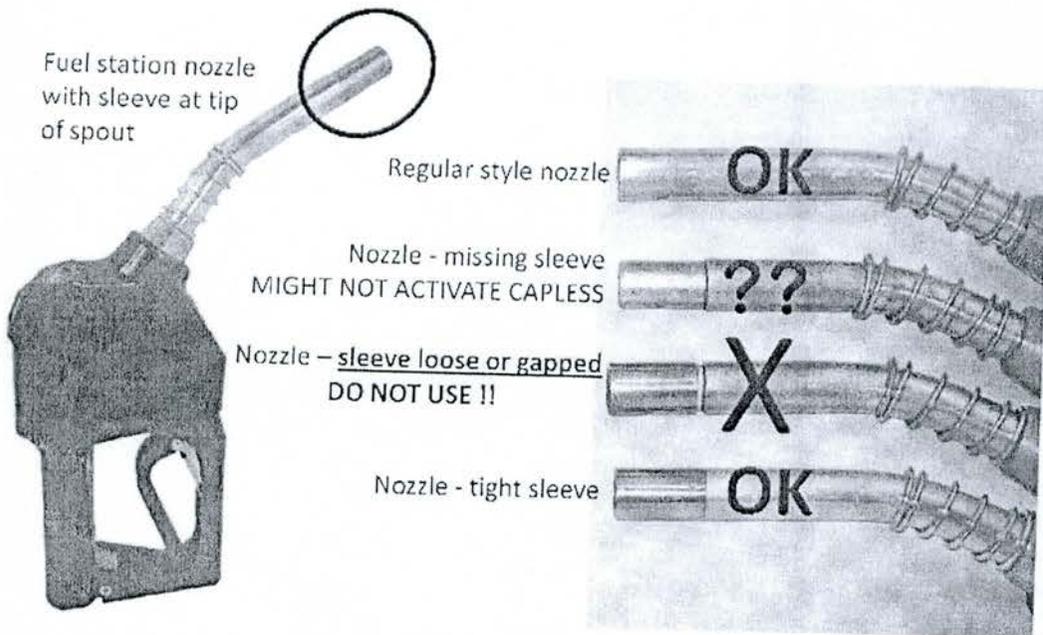
**Certain Fuel Station Nozzles and Easy Fuel™ Capless Don't Mix**

WHAT TO KNOW BEFORE ATTEMPTING TO RE-FUEL

Your vehicle is equipped with the Easy Fuel capless fuel system. This system uses a spring loaded flapper door to seal fuel vapors and liquids within the system. Some recent fuel station nozzles have a sleeve at the nozzle tip that may become loose or fall off. This nozzle problem may not allow you to insert or remove the fuel nozzle from your vehicle. This is not a defect of your vehicle's Easy Fuel capless fuel system.

INSPECTING THE FUEL STATION FUEL FILLER NOZZLE BEFORE RE-FUELING

Before attempting to re-fuel your vehicle you should inspect the nozzle tip. If the nozzle sleeve is missing, the fuel station nozzle may not be able to activate the Easy Fuel capless flapper door. If the nozzle *sleeve is loose or gapped* out of place, *the nozzle may become trapped inside the capless device* after insertion.



For more details, visit [owner.ford.com/FuelNozzleOverview](http://owner.ford.com/FuelNozzleOverview)

TB10545A

Figure 2 - Article 14-0132

**FORD:**

2013-2014 Flex

**ISSUE**

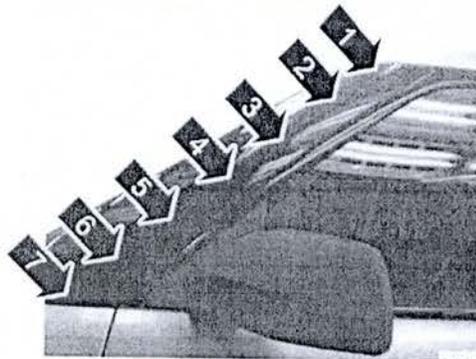
Some 2013-2014 Flex vehicles may exhibit a wind or whistle-type noise from the left and/or right A-pillar area at highway speeds in crosswind conditions. This may be due to the A-pillar window moulding not being fully seated.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Push on the left and right A-pillar window mouldings. (Figure 1)



TB10559A

Figure 1 - Article 14-0133

2. Was a click or snap-type noise heard when pushing on the A-pillar window mouldings?
  - a. Yes - repair is complete.
  - b. No - this article does not apply. Refer to the Workshop Manual (WSM), Section 501-00 for normal diagnosis.

OPERATION	DESCRIPTION	TIME
140133A	2013-2014 Flex: Attempt To Seat Both A-pillar Mouldings (Do Not Use With Any Other Labor Operations)	0.2 Hr.

**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**

BASIC PART NO.	CONDITION CODE
7403136	01

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**FORD:**

2013-2014 Expedition, F-150, Mustang

**LINCOLN:**

2013-2014 Navigator

**ISSUE**

Some 2013-2014 Expedition, Navigator, F-150 and Mustang vehicles may exhibit a growl or buzz noise coming from the transmission that occurs when shifting from park to drive or park to reverse most often after the vehicle has been parked and then restarted.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Does the vehicle exhibit a growl or buzz while shifting from park to drive or park to reverse after start up?
  - a. No - this article does not apply. Refer to Workshop Manual (WSM), Section 307-01, for normal diagnostics.
  - b. Yes - proceed to Step 2.
2. Identify the transmission build date on the transmission identification tag. Refer to WSM, Section 307-01 Description and Operation. The date will be in DDMMYY format.
3. Replace the main control valve body separator plate or main control assembly as required by the transmission build date. Refer to WSM, Section 307-01.

PART NUMBER	PART NAME
CL3Z-7Z490-C	Main Control Valve Body Separator Plate (Built Between 8/1/2013 - 2/28/2014)
FL3Z-7A100-E	Main Control Assembly (Built Between 3/1/2014 - 3/15/2014)
FL3Z-7Z490-E	Main Control Valve Body Separator Plate (Built Between 3/16/2014 - 7/14/2014)
XT-10-QLVC	Motorcraft® MERCON®LV Automatic Transmission Fluid

OPERATION	DESCRIPTION	TIME
140134A	2013-2014 Mustang, F-150, Expedition, Navigator 6R80 Transmission: Diagnose And Replace The Valve Body Separator Plate (Do Not Use With Any Other Labor Operations)	2.5 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**

BASIC PART NO.	CONDITION CODE
7Z490	01

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.

**FORD:**

2014 Fiesta

This article supersedes TSB 14-0063 to update the Service Procedure.

**ISSUE**

Some 2014 Fiesta vehicles equipped with a 1.6L Ti-VCT engine and built on or before 3/14/2014 may exhibit an illuminated MIL with one or more of the following diagnostic trouble codes (DTCs): P2610, P286F or P06B8.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. **NOTE:**

THE POWERTRAIN CONTROL MODULE (PCM) AND TRANSMISSION CONTROL MODULE (TCM) ARE A MATCHED SET. REPROGRAMMING THE PCM AUTOMATICALLY UPDATES THE TCM.

Reprogram the PCM/TCM to the latest calibration using IDS release 89.02 and higher. Calibration files may also be obtained at [www.motorcraftservice.com](http://www.motorcraftservice.com).

2. **NOTE:**

FAILURE TO PERFORM ALL STEPS OF THE CLUTCH ADAPTIVE LEARN MAY RESULT IN ERRATIC SHIFTS AND DRIVEABILITY CONCERNS. REFER TO WORKSHOP MANUAL (WSM), SECTION 307 FOR MORE INFORMATION.

Using IDS, select Powertrain, Transmission, Transmission Adaptive Learning and perform Clutch Adaptive Learn.

OPERATION	DESCRIPTION	TIME
140135A	2014 Fiesta 1.6L Ti-VCT Engine And Manual Transmission: Check DTCs, Reprogram The PCM And Clear DTCs (Do Not Use With Any Other Labor Operations)	0.3 Hr.
140135A	2014 Fiesta 1.6L Ti-VCT Engine And Auto Transmission: Check DTCs, Reprogram The PCM/TCM Perform The IDS Clutch Adaptive Learning And Clear DTCs (Do Not Use With Any Other Labor Operations)	0.6 Hr.

**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
RECALEM	04

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**LINCOLN:**

2013-2014 MKT

**ISSUE**

Some 2013-2014 MKT vehicles may exhibit a wind noise originating from the passenger side glove box area while driving at 50 Km/h (30 MPH) or higher. In extreme cases, such as when agitated by high speed driving or gusting winds, this noise may escalate into a high pitched whistle. This may be caused by an incorrectly installed or missing dash body plug behind the instrument panel.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Lower the glove box and place a 10 mm (3/8") vacuum hose by the heated steering wheel module bracket. (Figure 1)

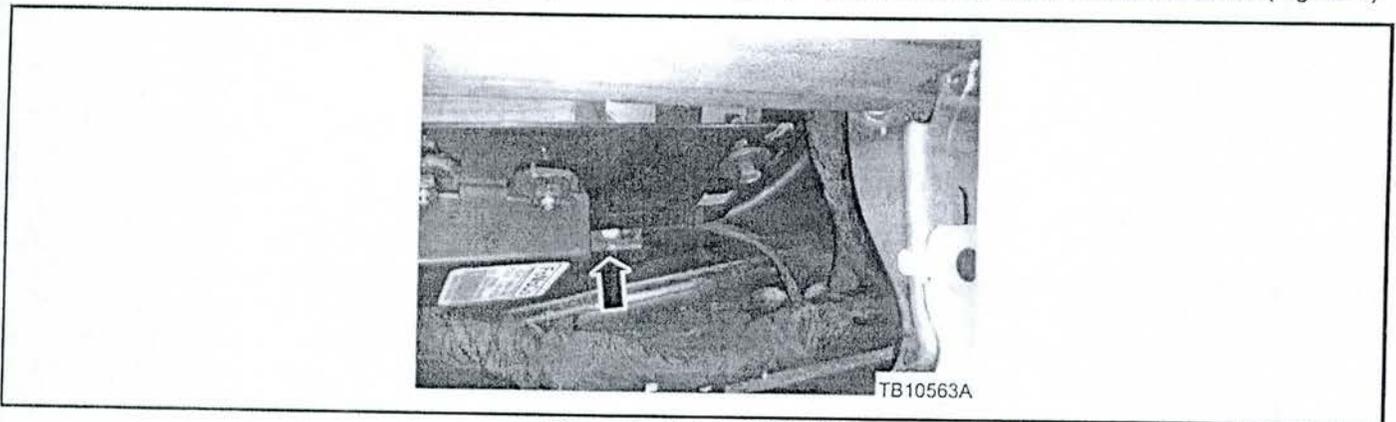


Figure 1 - Article 14-0136

2. Drive the vehicle above 50 Km/h (30 MPH) in an effort to duplicate noise.
3. Is the noise loudest by the heated steering wheel module bracket or the two white push pins?
  - a. Yes – proceed to Step 4.
  - b. No – this article does not apply. Refer to Workshop Manual (WSM), Section 501-00 for normal diagnosis.
4. Remove the instrument panel and replace the dash body plug behind the instrument panel. Refer to WSM, Section 501-12.

PART NUMBER	PART NAME
9F9Z-74044H76-A	Dash Body Plug

OPERATION	DESCRIPTION	TIME
140136A	2013-2014 MKT: Diagnose And Replace The Dash Body Plug Includes Time To Remove And Install Instrument Panel (Do Not Use With Any Other Labor Operations)	6.3 Hrs.

**WARRANTY STATUS:**

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.

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**

BASIC PART NO.	CONDITION CODE
74044H76	39

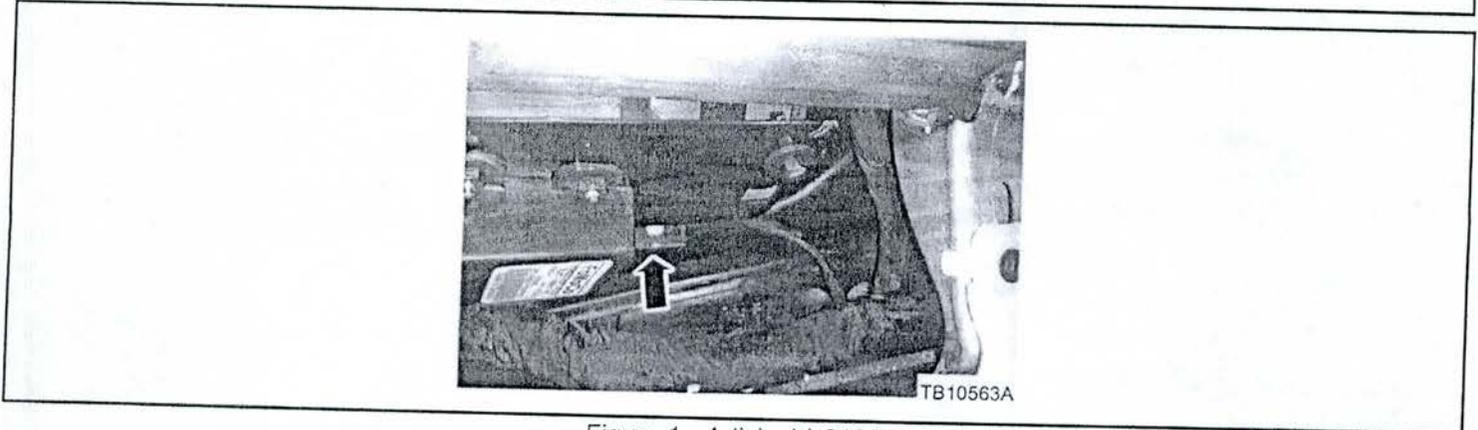


Figure 1 - Article 14-0136

**FORD:**

2013-2014 Fusion

**LINCOLN:**

2013-2014 MKZ

This article supersedes TSBs 14-0031 and 13-12-18 to consolidate previously released information and update the Parts List.

**ISSUE**

Some 2013-2014 Fusion vehicles equipped with a 1.5L Gasoline Turbocharged Direct Injection (GTDI), 1.6L GTDI, or 2.0L GTDI engine and 2013-2014 MKZ vehicles equipped with a 2.0L GTDI or 3.7L engine may exhibit a gurgle, percolating, or tapping noise from the fuel tank area while idling, stopping, or during slow parking lot-type maneuvers. The condition may only be present with the fuel level at 7/8 of a tank or above.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

This procedure addresses gurgle, percolating or tapping noise concerns related to the actuation of the canister purge solenoid and will not affect fuel slosh-type noise. Fuel slosh-type noise should be considered characteristic and no repairs should be attempted.

1. Is the vehicle equipped with all wheel drive (AWD) or a 3.7L engine with front wheel drive (FWD)?
  - a. Yes - proceed to Step 2.
  - b. No - proceed to Step 3.
2. Determine the vehicle build date.
  - a. If the vehicle was built on or before 2/8/2013, proceed to Step 10.
  - b. If the vehicle was built on or after 2/9/2013, this article does not apply. Refer to Workshop Manual (WSM), Section 100-04 for normal diagnosis.
3. Determine the first character of the vehicle identification number (VIN).
  - a. If the first character of the VIN is a 3, proceed to Step 4.
  - b. If the first character of the VIN is a 1, proceed to Step 8.
4. Is the vehicle equipped with a 1.5L, 1.6L or 2.0L GTDI engine?
  - a. Yes - proceed to Step 5.
  - b. No - this article does not apply. Refer to WSM, Section 100-04 for normal diagnosis.
5. Determine the Emissions Level of the vehicle by performing one of the methods below.

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.

- a. Click on the additional information link in the upper right corner of the OASIS results for the vehicle. The emissions level will be displayed in the detailed vehicle specification chart, located in the top section of the pop-up window.
    - (1) For 49 state/non-green state requirement vehicles - proceed to Step 6.
    - (2) For California/green state requirement vehicles - proceed to Step 7.
  - b. Connect the Integrated Diagnostic System (IDS) service tool, or equivalent and determine the emissions level from the vehicle specification screen.
    - (1) Federal Emissions - proceed to Step 6.
    - (2) 50 State Emissions - proceed to Step 7.
6. Determine the vehicle build date.
- a. If the vehicle was built on or before 5/14/2013, proceed to Step 10.
  - b. If the vehicle was built on or after 5/15/2013, this article does not apply. Refer to WSM, Section 100-04 for normal diagnosis.
7. Determine the vehicle build date.
- a. If the vehicle was built on or before 4/26/2014, proceed to Step 10.
  - b. If the vehicle was built on or after 4/27/2014, this article does not apply. Refer to WSM, Section 100-04 for normal diagnosis.
8. Determine the engine displacement.
- a. If the vehicle is equipped with a 1.5L - proceed Step 9.
  - b. If the vehicle is equipped with a 2.5L - this article does not apply. Refer to WSM, Section 100-04 for normal diagnosis.
9. Determine the vehicle build date.
- a. If the vehicle was built on or before 4/24/2014, proceed to Step 10.
  - b. If the vehicle was built on or after 4/25/2014, this article does not apply. Refer to WSM, Section 100-04 for normal diagnosis.
10. Replace the fuel tank. Refer to WSM, Section 310-01.

PART NUMBER	PART NAME
DG9Z-9002-J	Fuel Tank — AWD and 3.7L FWD
EG9Z-9002-E	Fuel Tank — FWD - All Others
CV6Z-9450-D	Exhaust Gasket
4L3Z-9276-AA	Fuel Pump Gasket
W520103-S442	Exhaust Nut
W712154-S439	Carrier Bolt
5F9Z-4682-AA	Drive Shaft Nut Kit (3 Required)

OPERATION	DESCRIPTION	TIME
140137A	2013-2014 Fusion/MKZ FWD: Replace The Fuel Tank (Do Not Use With Any Other Labor Operations)	2.6 Hrs.
140137B	2013-2014 Fusion/MKZ AWD: Replace The Fuel Tank (Do Not Use With Any Other Labor Operations)	3.0 Hrs.

WARRANTY STATUS:

TSB 14-0137 (Continued)

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
9002	42



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

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

TO: All U.S. Ford and Lincoln Dealers

July 21, 2014

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.

**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

**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  
 Equipped with a DPS6 Automatic Transmission  
 Transmission Clutter 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
<b>Reprogram The TCM</b> 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
<b>Replace the Clutch and Both Input Shaft Seals</b> 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
<b>Clean the Clutch and Replace Both Input Shaft Seals</b> 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
<b>Replace the Clutch after Cleaning</b> 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, <u>Requires a Prior Approval Code</u> )	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.

**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

**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"> <li>• All Focus Vehicles</li> <li>• Fiesta Vehicles built on or after 1/13/2011</li> </ul>	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](mailto:Ford@Renkim.com).

**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

**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 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

**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](http://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](http://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](http://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](http://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](http://www.FordOwner.com) for Informational Videos and your Owner's Manual for additional information on operation of your PowerShift 6-Speed Transmission.