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TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 14M01 – Supplement #5**
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 – S3** Dated June 1, 2015
Technical Service Bulletin (TSB) 15-0120 – Excessive Transmission Clutch
Shudder DPS6 Automatic Transmission and/or Transmission Fluid Leak

New! REASON FOR THIS SUPPLEMENT

- **Rental Vehicles:** Rental coverage for repairs delayed due to back ordered parts are pre-approved up to ten (10) days. For rental coverage exceeding 10 days, contact the Special Service Support Center (SSSC) for prior approval.

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 15-0120.

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.

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 15-0120. This service must be performed at no charge to the vehicle owner.

NOTE: As of August 4, 2015, vehicles repaired under 14M01 do not require the completion of 15B22 (if open in OASIS). A claim to 14M01 will automatically close 15B22.

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.

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 #5

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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.

New! RENTAL VEHICLES

Dealers are pre-approved for up to 10 days for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 10 rental days is required from the SSSC via the SSSC Web Contact Site.

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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 15-0120. 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.

NOTE: Some vehicles covered by 14M01 may also be eligible for coverage by 14M02 (Transmission Control Module Extended Warranty Coverage) and/or 15B22 (Transmission Control Module Reprogramming for Overt TCM Failure Warning). Always consult OASIS to determine repairs and coverages that apply.

NOTE: As of August 4, 2015, vehicles repaired under 14M01 do not require the completion of 15B22 (if open in OASIS). If both programs are open and 14M01 is performed, only claim 14M01. A claim to 14M01 will automatically close 15B22.

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LABOR ALLOWANCES

Labor allowances are consistent with TSB 15-0120. Repairs for vehicles covered by New Vehicle Limited Warranty should be claimed using the Labor Operation Codes provided in TSB 15-0120.

Description	Labor Operation	Vehicle Application	Labor Time
Labor to be claimed at initial diagnosis			
Reprogram TCM and Perform Shudder Diagnosis – PASS (Shudder less than 250 RPM) (Closes FSA 15B22 if open) 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) (Closes FSA 15B22 if open) Includes performing the pinpoint test	14M01L	2012-2014MY FOCUS	1.1 Hours
		2011-2014MY FIESTA	1.1 Hours
Labor to be claimed during repairs			
Replace the Clutch <ul style="list-style-type: none"> • Includes post road test • May be claimed with 14M01L (if <u>not</u> previously claimed) 	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 • May be claimed with 14M01L (if <u>not</u> previously claimed) 	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 • May be claimed with 14M01L (if <u>not</u> previously claimed) 	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 Labor Operation 14M01P. 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