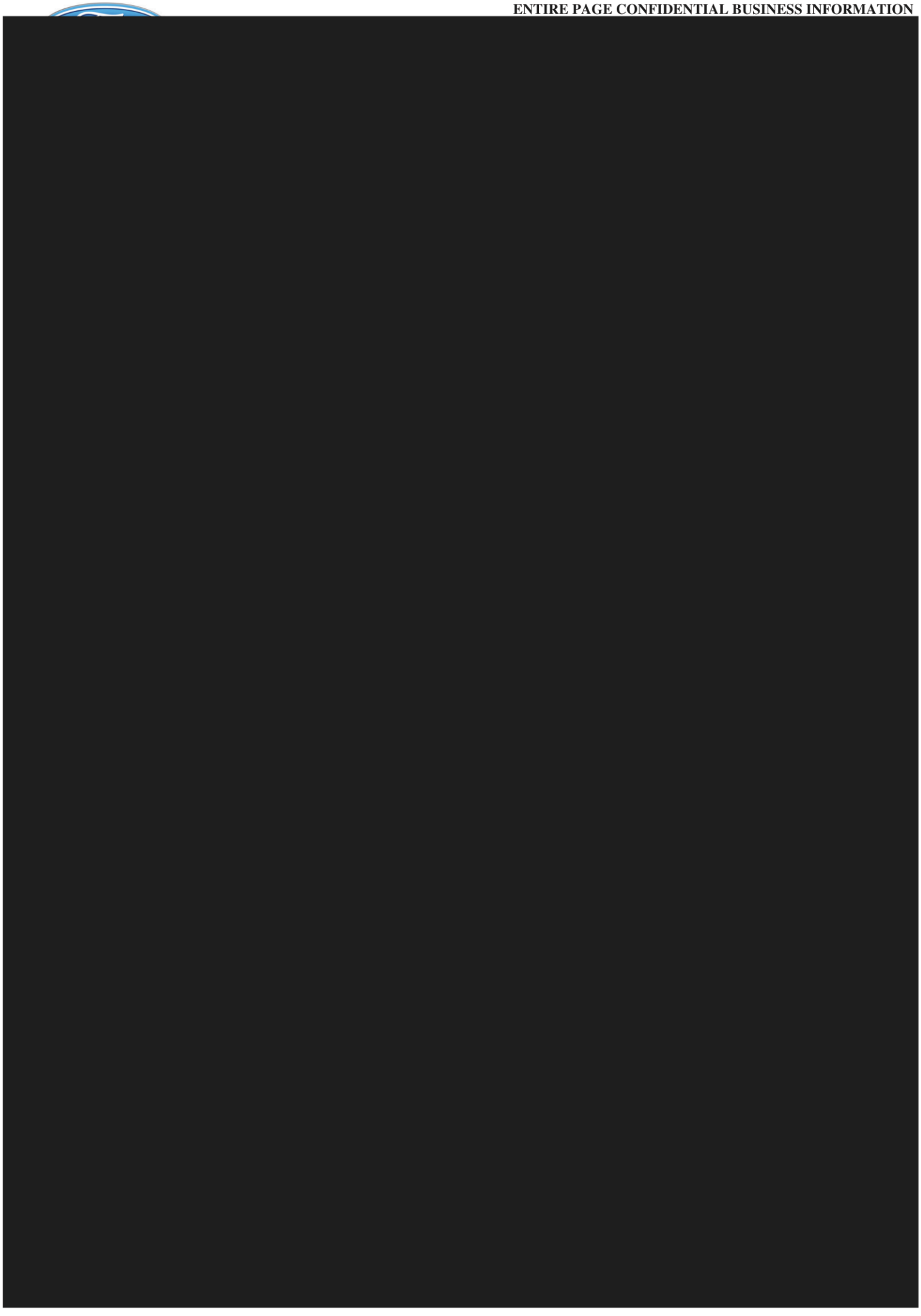
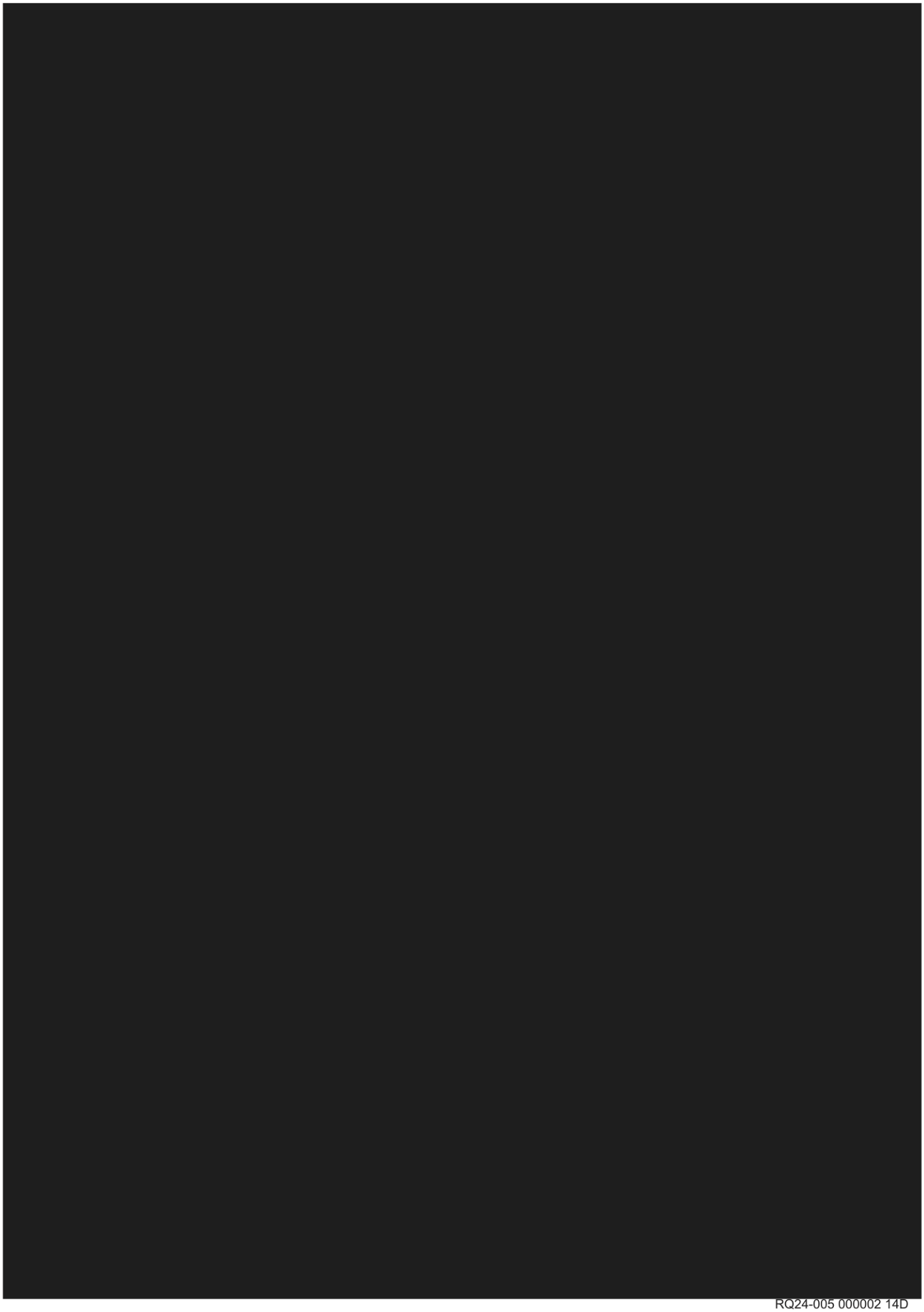
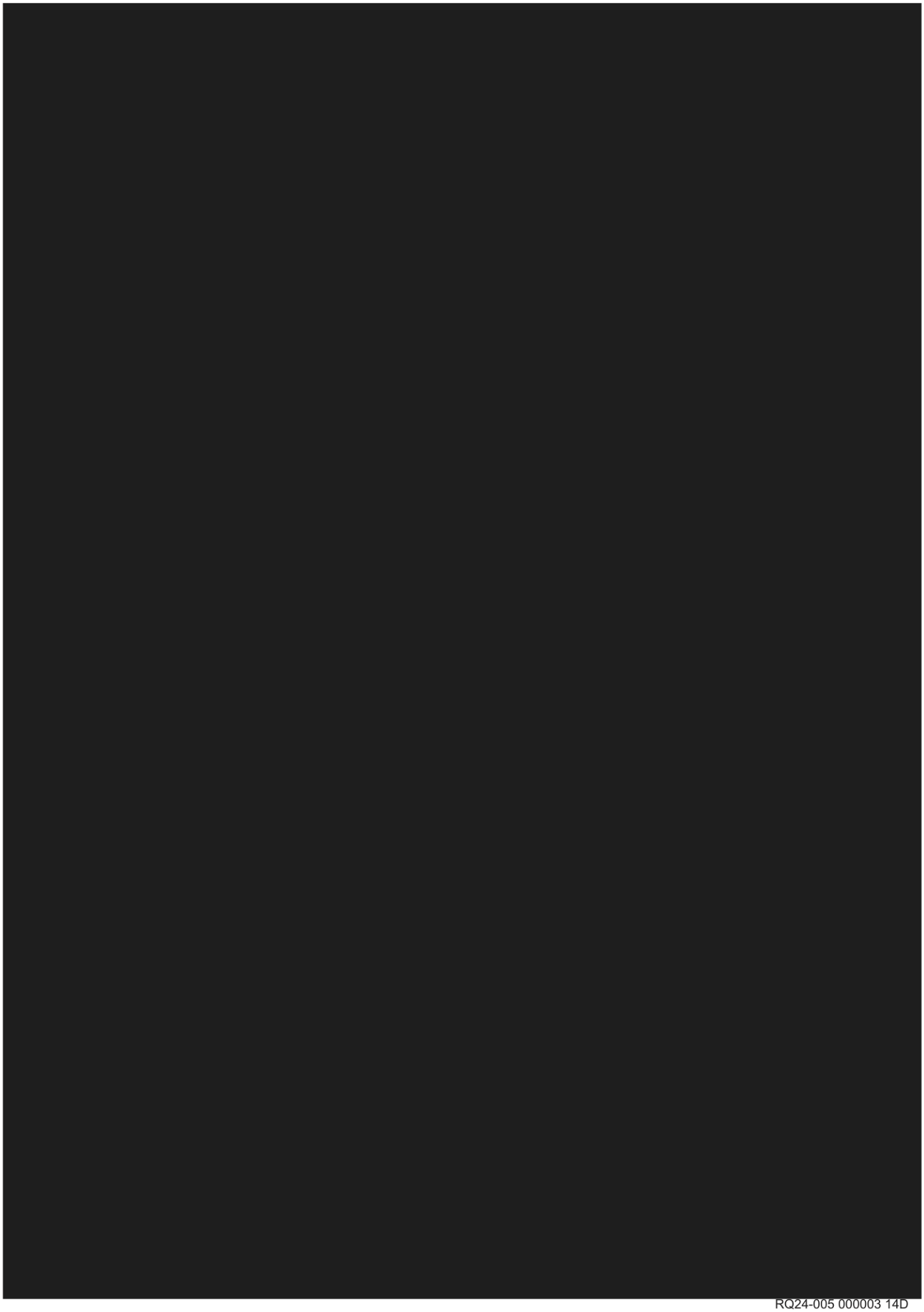
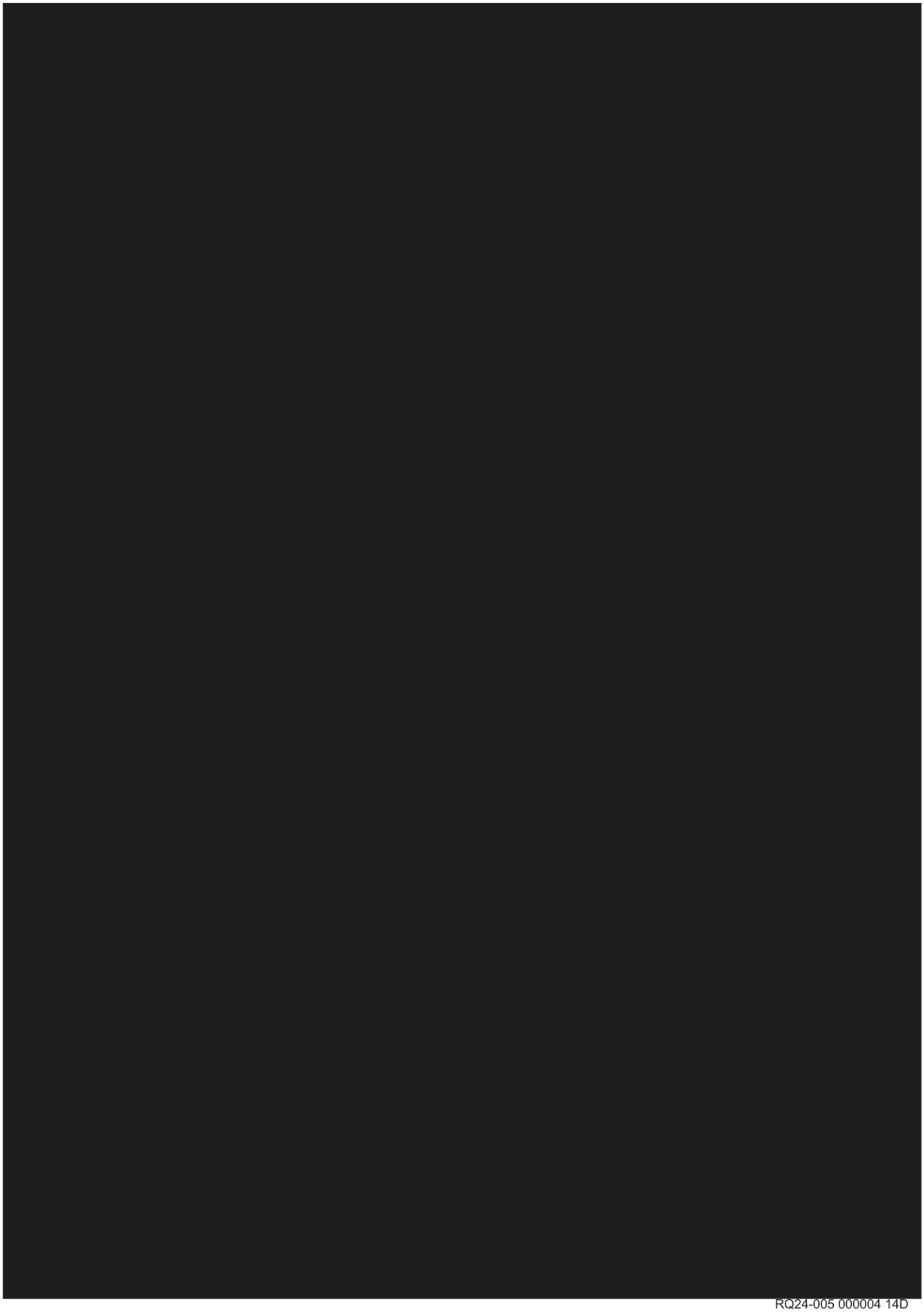
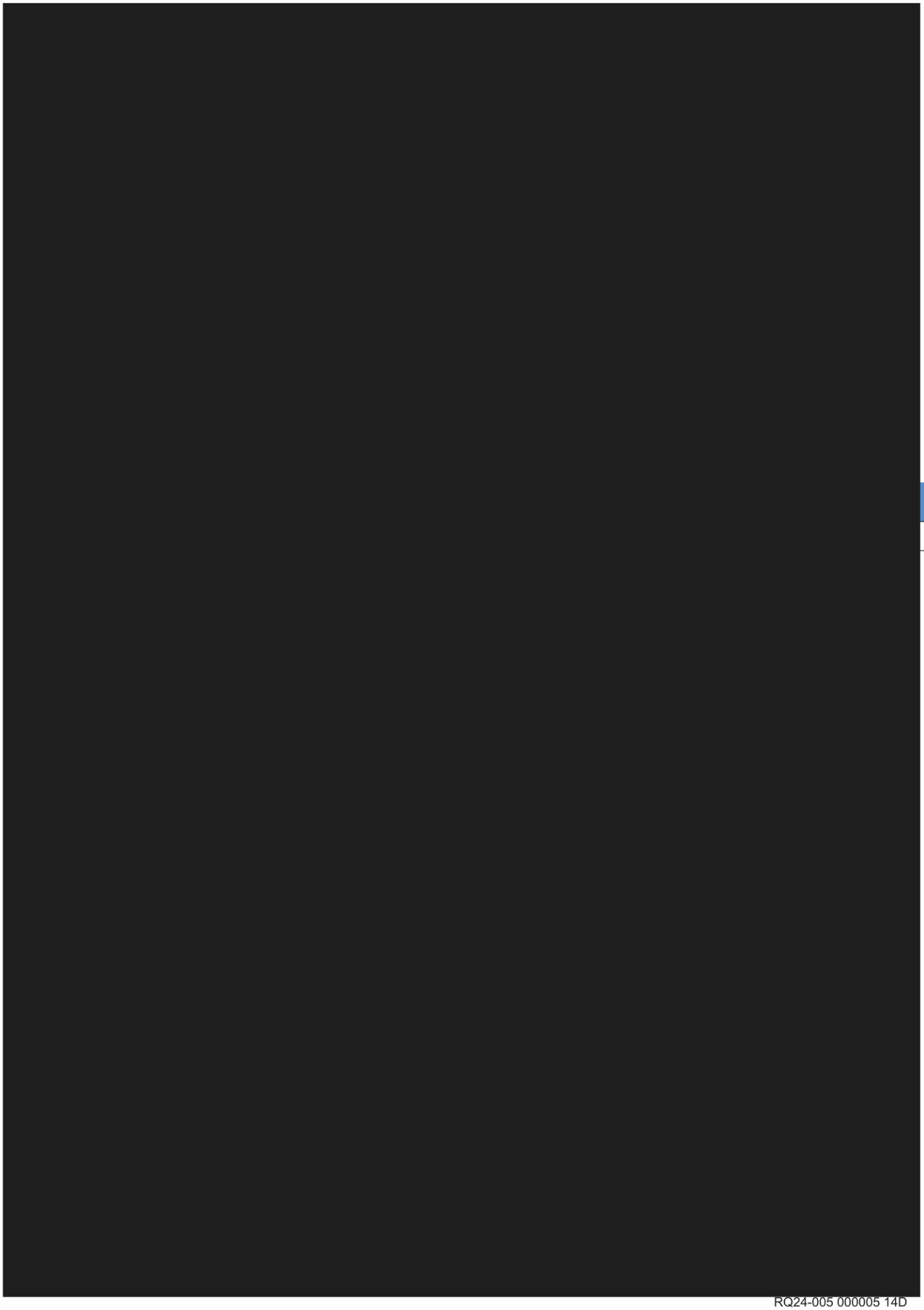
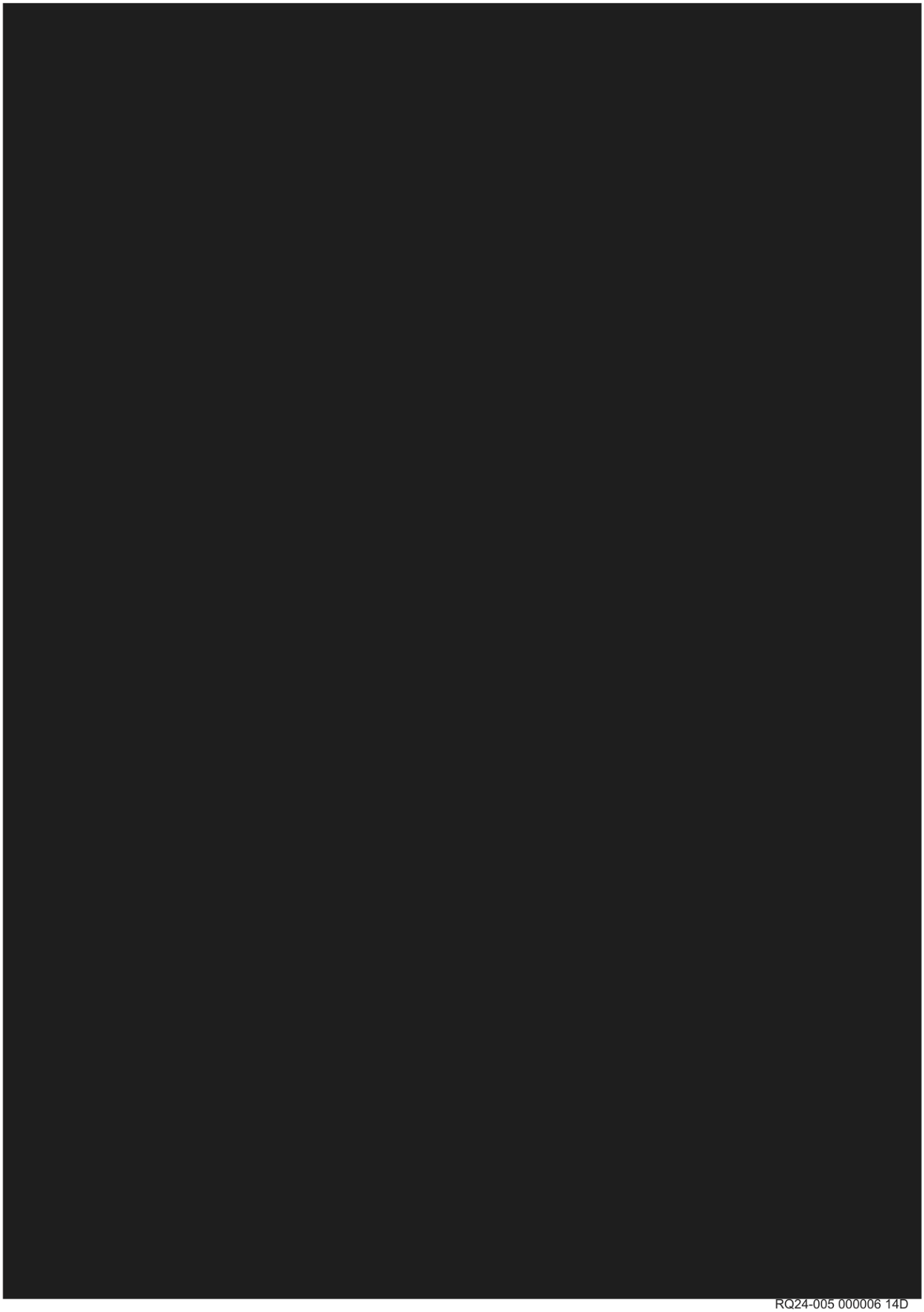


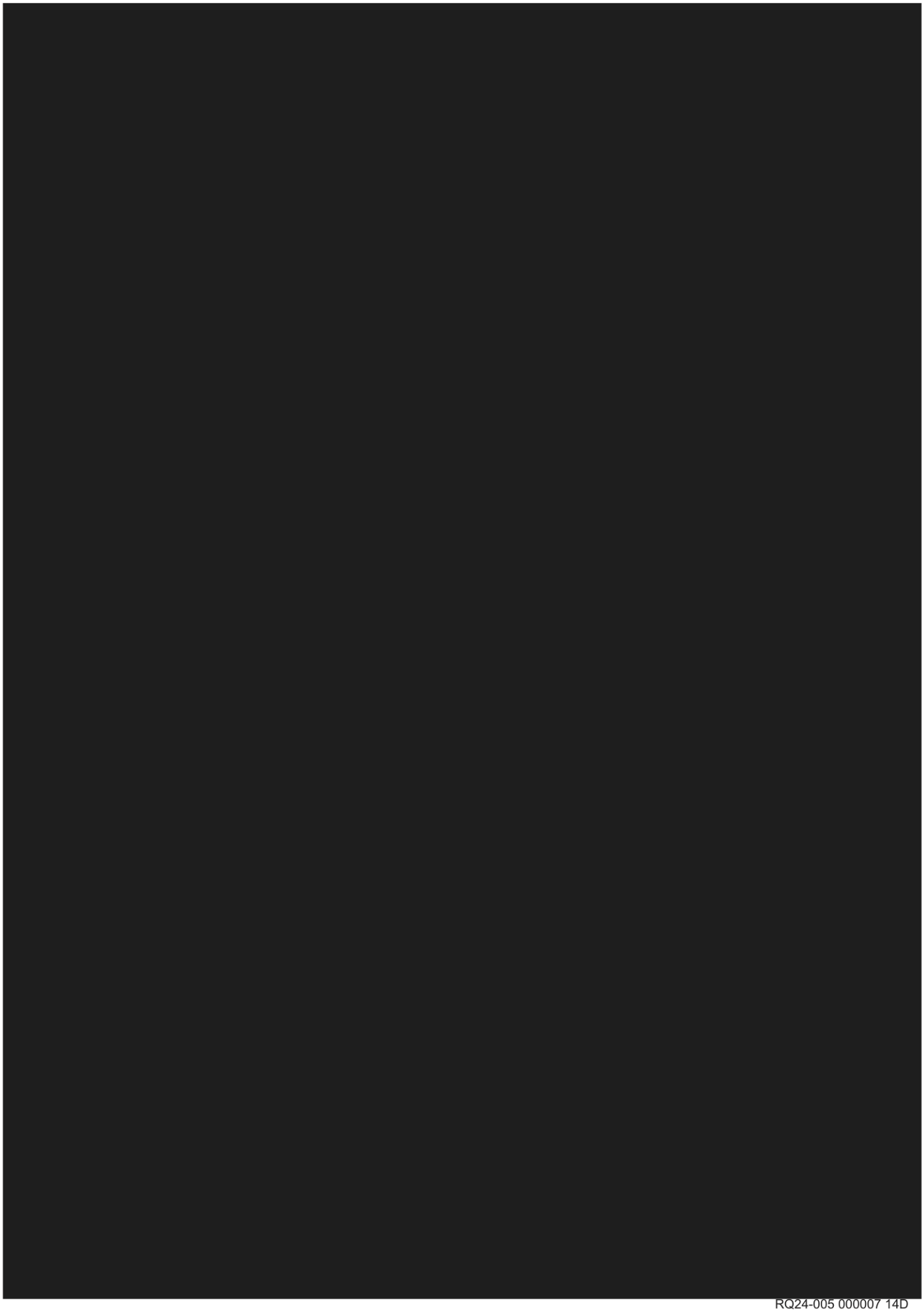


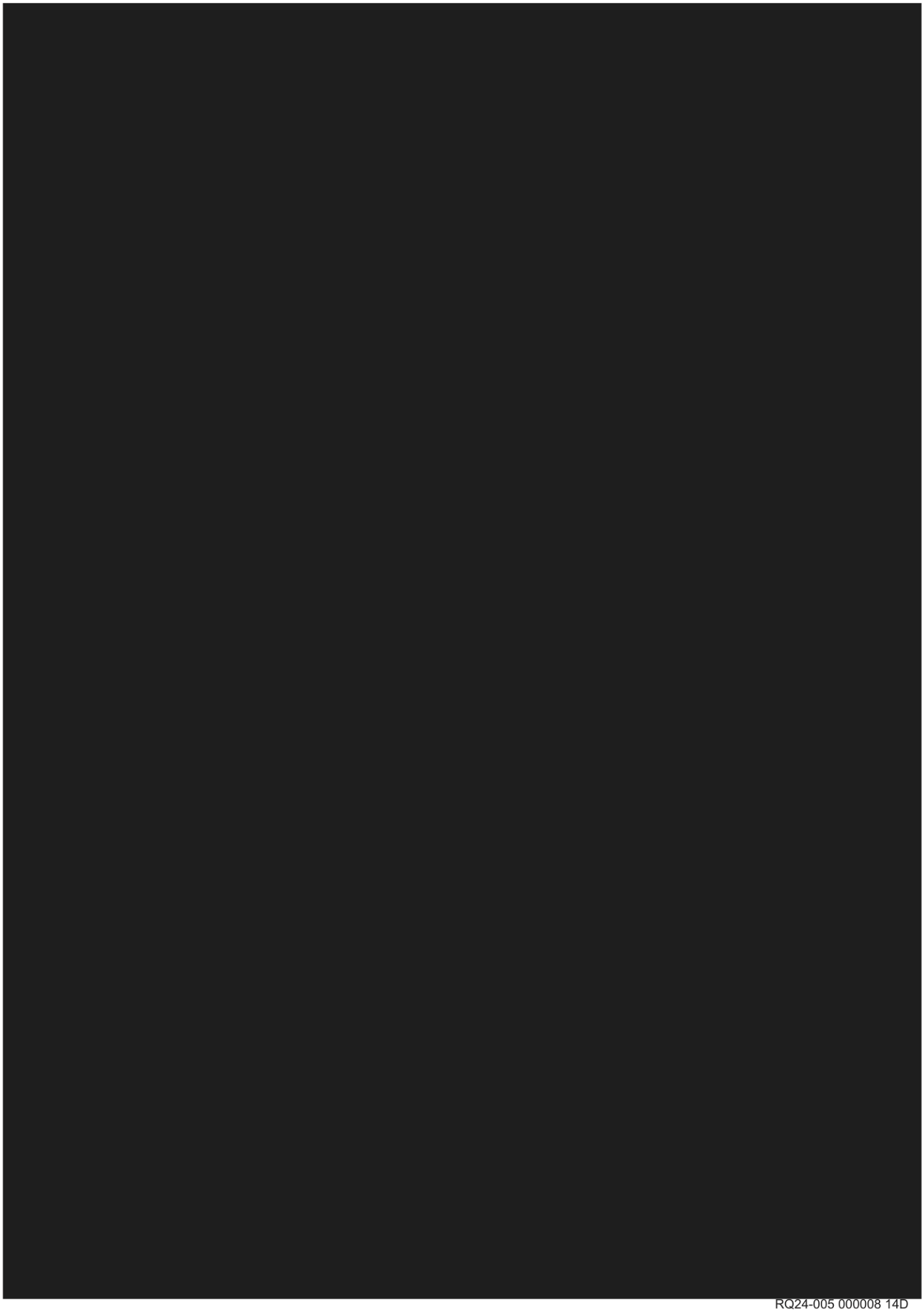
















Reissued: March 10, 2017
(Destroy previous copy). **Change** relates to the **FSA Title** and is highlighted in *Yellow* *Italic* font.

FCSD Field Service Action 16S19

Important Note: The contents of this document are confidential. Specific details or copies of this document must not be given to any person or company outside the Ford Dealer network without prior authorisation from Ford Motor Company.

To: All Ford Dealerships — December 13, 2016

Attention: Ford Dealer Principal
Ford Dealer Service, Parts, Sales & Pre-Delivery Managers
Ford Dealer Stock Controllers & Campaign Coordinators

OWNER-NOTIFIED SAFETY RECALL

Subject: 16S19 – Territory and Ranger - 6R80 Transmission - *Transmission* Control Module Programming

Special Attention: The Dealer Field Service Action Co-ordinator has overall responsibility for implementing this action within your Dealership and Branches.

Introduction

In some of the affected vehicles, an intermittent Output Shaft Speed Sensor failure may result in an unintended downshift into first gear. Depending on vehicle speed at the time of the downshift, an abrupt wheel speed reduction may occur which could cause the rear tyres to slide or lock up until the vehicle speed slows. This condition could result in a loss of vehicle control, increasing the risk of a crash.

Dealers are to reprogram the Transmission Control Module (TCM) on Territory and Ranger vehicles using Integrated Diagnostic Software (IDS) release 102.03 or higher.

NOTE: If a vehicle exhibits the described condition, refer to Customer Satisfaction Program 16N02 for possible moulded lead frame extended coverage.

Ford will be writing to all customers regarding this Field Service Action (a sample copy of the customer letter is attached).

NOTE: Dealers are reminded that it is Ford's expectation that every customer (including FSA customers) receive a completed Vehicle Report Card before they collect their car.

Vehicles Affected

- Certain Territory vehicles built from September 19, 2011 through February 5, 2013
- Certain Ranger vehicles built from November 5, 2011 through November 7, 2012.

NOTE: Affected vehicles may be held in Dealer new/used car stock or be present at the Dealership for service related purposes. All vehicles should be checked on SERVIS2 for Field Service Action eligibility and any outstanding Field Service Actions completed prior to vehicle departure in accordance with the Warranty and Policy Manual, Section E 3.4 and I 3.

All Dealers can obtain a copy of the Campaign (which includes a sample copy of the Customer Letter) via the FMC Dealer or PTS websites.

NOTE: Dealers can obtain a list of eligible vehicles from the PTS Website www.proservicetech.com by selecting Quick Links and then FSA VINs.

Service Procedure

Refer to the attached procedure.
Note: Campaign Completion decals must be used.

Parts Requirement

Description	Part No.	Quantity
Campaign Completion Decal	SRCC 16D128 B	1 (unit of issue 42)

Claim Instructions

Claim Type 41 , Causal Part No. 16S19 , Condition Code 79.

Pre-Defined Repair Allowance	PDR No.	Time
Reprogram TCM using IDS version 102.03 or higher	FSA16S191	0.2 Hrs

Displaced Parts

Not applicable.

Completion Date

It is estimated that this campaign will be completed by December 31, 2017. If, however, the campaign remains outstanding after this date, affected vehicles identified on the Vehicle Inquiry Screen in SERVIS2 must continue to be completed and claimed.

MARK CRUSE
Service Engineering Manager
FCSD
(☎ +61 3 8301 2910)

Enquiries to Margaret Neeland
Email: mneeland@ford.com

16S19 - Territory and Ranger - 6R80 Transmission – *TCM* Programming

RECOMMENDED REWORK PROCEDURES

Thoroughly read and understand rework instructions prior to rework.

OVERVIEW

In some of the affected vehicles, an intermittent Output Shaft Speed Sensor (OSS) failure may result in an unintended downshift into first gear. Depending on vehicle speed at the time of downshift, an abrupt wheel speed reduction may occur which could cause the rear tyres to slide or lock up until the vehicle speed slows. This condition could result in a loss of vehicle control, increasing the risk of a crash.

Dealers are to reprogram the Transmission Control Module (TCM) on Territory and Ranger vehicles.

SERVICE PROCEDURE

Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, headlamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.)
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.

1. Connect a battery charger to the 12V battery.
2. Reprogram the TCM on Territory and Ranger vehicles using IDS release 102.03 or higher.

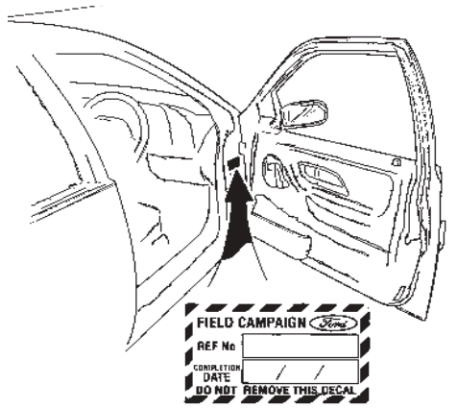
Recovering a module when programming has resulted in a blank module:
NEVER DELETE THE ORIGINAL SESSION

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.
h) The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.

i) Fit campaign completion decal to the right hand (drivers) side A Pillar and return the vehicle to service

	Enter campaign number and date of repair using a permanent marker pen. Ensure area of application is thoroughly clean and dry before applying decal.

[END]

SAMPLE CUSTOMER LETTER – DO NOT DISTRIBUTE

xxxxxxxxxxx, 2016

VIN NUMBER / 16S191
Name
Organisation
Address1
Address2
Address3

VEHICLE SAFETY RECALL

Recall Number 16S19

Your Vehicle Identification Number: VIN NUMBER	**Registration Number:** REGNUMBER

At Ford, we take pride in high quality, dependable products. Recently we discovered a potential issue with your [Territory/Ranger]. Please be reassured we are committed to resolving the issue quickly and at no cost to you.

On your vehicle, an intermittent failure of the output shaft speed sensor (OSS sensor) in the transmission may result in an unintended downshift into first gear.

Depending on vehicle speed at the time of the downshift, an abrupt reduction in wheel speed may occur, which could cause the rear tyres to slide or lock up until the vehicle speed slows. This condition could result in a loss of vehicle control, increasing the risk of a crash.

Your Dealer will reprogram the *Transmission* Control Module with software that will prevent an unintended downshift into first gear in the event of an intermittent OSS sensor failure. This service will be performed free of charge (parts and labor).

Please book in with your Ford Dealer without delay to have this important service procedure completed ASAP.

The time required to reprogram the Transmission Control Module is less than half a day. Please discuss arrangements with your Dealer at the time of booking.

When you call your Dealer, be ready to provide your Vehicle Identification Number (VIN) found at the top of this letter, and quote Recall Number **16S19**.

If you do not already service with a Ford Dealer, simply go to **http://www.ford.com.au** to locate your nearest Authorised Ford Dealer.

We sincerely apologise for this inconvenience, but the quality and safety of your vehicle is our top priority. If you have any questions at all, please call our toll-free number on 1800 503 672 and one of our Customer Relationship representatives will be happy to help you.

Yours faithfully,

MARK CRUSE
Service Engineering Manager
FORD MOTOR COMPANY

(Please turn over page)

DETAILS CHANGE ADVICE

V.I.N. *VIN NUMBER*

If you still own the vehicle but your details have changed, would you please complete the section below with your new details and then return this complete letter in the pre-addressed/pre-paid envelope.

State | New Registration Number (if applicable)

New Name

New Address

New Suburb | New Postcode

OTHER CHANGES

Please tick (✓) the appropriate box and sign:

☐ I no longer own this vehicle

☐ This vehicle has been written off

☐ This vehicle has been stolen

Signature: _____

Print Name: _____

Thank you for completing this form. The personal information you have provided will be used by Ford Motor Company of Australia Limited (Ford Australia) to contact you about your Ford vehicle or related products and services and for quality assurance and market research purposes. Ford Australia may disclose your personal information to its dealers, its related companies and third parties who provide it with (or help it provide) products and services, including to overseas locations such as the USA, India, China and Singapore. Ford Australia's privacy policy is available at www.ford.com.au and states how you can seek to access or correct any personal information Ford holds about you, how to complain about a privacy breach by Ford and how Ford will deal with a privacy complaint. You can contact Ford Australia on 13FORD (13 36 73) or by emailing foacust1@ford.com.















