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June 11, 2019

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
 Safety Recall 19S19**

Certain 2013 Model Year F-150 Vehicles Equipped With 5.0L And 6.2L Engines,  
 And A 6R80 Transmission  
 6R80 Sudden Transmission Downshift – Powertrain Control Module Programming

**REF :** **Customer Satisfaction Program 19N01**

Certain 2011 - 2013 Model Year F-150 and 2012- 2013 Model Year  
 Expedition/Navigator Vehicles Equipped With A 6R80 Transmission  
 Transmission Molded Leadframe Extended Coverage

**AFFECTED VEHICLES**

| Vehicle | Model Year | Assembly Plant | Build Dates                              |
|---------|------------|----------------|--|
| F-150   | 2013       | Dearborn       | May 7, 2012 through October 27, 2013     |
|         |            | Kansas City    | April 18, 2012 through November 18, 2013 |

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

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

**SERVICE ACTION**

**All of the affected vehicles *previously* had Ford Safety Recall 19S07 performed; however, updated software was not available at that time. Ford Motor Company wants to ensure the software is updated to the most current release available.**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to perform the following steps:

1. Check for available powertrain control module (PCM) software update and reprogram the PCM using IDS Release 113.06A or higher, while connected to the internet.
2. If an affected vehicle exhibits an illuminated malfunction indicator light (MIL) and/or wrench light in the instrument cluster with diagnostic trouble codes (DTCs) P0720, P0722, P0731 and/or P1500 stored in the PCM, dealers are to refer to Customer Satisfaction Program 19N01.

NOTE: Ford Technical Assistance Center and SSSC are receiving multiple reports of PCM programming failures for FSA 19S19, most due to battery state of charge issues. Before performing module reprogramming, ensure that a battery charger is installed on the vehicle and battery state of charge is being maintained between 12.6 and 13.5 volts. If module reprogramming fails, refer to the recovery procedure outlined in the Technical Info portion of this FSA.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of June 24, 2019. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

### **PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

### **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letter

### **QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

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**OASIS ACTIVATION**

OASIS will be activated on June 11, 2019.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on June 11, 2019. Owner names and addresses will be available by July 9, 2019.

**NOTE:** Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

**SOLD VEHICLES**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles if they follow all instructions and warnings contained in the recall notice.
- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**OWNER REFUNDS**

- Refunds are not approved for this program.
- This program is a PCM software update, which was not previously available to customers. Any refund request for cost associated with 6R80 molded leadframe replacement, with DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM, and present in an IDS session file should refer to Customer Satisfaction Program 19N01.

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**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.
- Only related damage for programming PCM software will be approved by the SSSC for this program. All other related damage must be submitted under Customer Satisfaction program 19N01.
- Dealers will be requested to upload IDS session files with existing DTCs and PCM part numbers before SSSC approval is provided for claims for related damage. If an affected vehicle has transmission-related concerns and DTCs P0720, P0722, P0731 and/or P1500 are not stored in the PCM, 19N01 does not apply; follow standard workshop manual (WSM) diagnostics.

**CLAIMS PREPARATION AND SUBMISSION**

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims, select claim type 31: Field Service Action. The FSA number (19S19) is the sub code.
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.

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**LABOR ALLOWANCES**

**BATTERY – PCM PROGRAMMING ISSUES:** Ford Technical Assistance Center and SSSC are receiving multiple reports of PCM programming failures, most due to battery state of charge issues. Before performing module reprogramming, ensure that a battery charger is installed on the vehicle and battery state of charge is being maintained between 12.6 and 13.5 volts. If module-reprogramming fails, refer to the recovery procedure outlined in the Technical Info portion of this FSA.

| <b>Vehicle Application</b> | <b>Description</b>   | <b>Labor Operation</b> | <b>Labor Time</b> |
|----------------------------|--|------------------------|-------------------|
| F-150 with 5.0L Engine     | Reprogram the Powertrain Control Module (PCM) using IDS release 113.06A or higher, available on Tuesday, June 11 <sup>th</sup> .<br><b>NOTE: MUST BE AT 113.06A (not 113.06) OR HIGHER AND CONNECTED TO THE INTERNET</b> | 19S19B                 | 0.3 Hours         |
| F-150 with 6.2L Engine     | Reprogram the Powertrain Control Module (PCM) using IDS release 113.06A or higher, available on Tuesday, June 11 <sup>th</sup> .<br><b>NOTE: MUST BE AT 113.06A (not 113.06) OR HIGHER AND CONNECTED TO THE INTERNET</b> | 19S19C                 | 0.3 Hours         |

NOTE: 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.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

## **CERTAIN 2013 MODEL YEAR F-150 VEHICLES EQUIPPED WITH 5.0L OR 6.2L ENGINES, AND A 6R80 TRANSMISSION 6R80 SUDDEN TRANSMISSION DOWNSHIFT — POWERTRAIN CONTROL MODULE PROGRAMMING**

### **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 the downshift, an abrupt wheel speed reduction may occur, which could cause the rear tires to slide or lock up until the vehicle speed slows down. This condition could result in a loss of vehicle control, increasing the risk of a crash.

**NOTE:** Ford Technical Assistance Center and SSSC are receiving multiple reports of PCM programming failures for FSA 19S07, most due to battery state of charge issues. Before performing module reprogramming, ensure that a battery charger is installed on the vehicle and battery state of charge is being maintained between 12.6 and 13.5 volts. If module reprogramming fails, refer to the recovery procedure outlined in the Technical Info portion of this FSA.

### **SERVICE PROCEDURE**

#### **Module Reprogramming**

1. Connect a battery charger to the 12V battery.

**NOTE:** Make sure the Integrated Diagnostic Software (IDS) computer does not enter sleep mode during programming.

2. Make sure you are connected to the Internet and then reprogram the Transmission/Powertrain control module using IDS release 113.06A or higher.

**NOTE:** Reprogram appropriate vehicle modules before performing diagnostics and clear all DTC's after programming. For DTC's generated after reprogramming, follow normal diagnostic service procedures.

**NOTE:** If an affected vehicle (including 2013MY F-150 vehicles equipped with 5.0L, and 6.2L engines), exhibits an illuminated malfunction indicator light (MIL) and/or wrench light in the instrument cluster with diagnostic trouble codes (DTCs) P0720, P0722, P0731 and/or P1500 stored in the PCM, dealers are to refer to Customer Satisfaction Program 19N01.

**NOTE:** 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.



**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.

3. Disconnect the battery charger from the 12V battery once the reprogramming has completed.

### **Important Information for 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.
- 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. 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.

