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Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
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January 15, 2013

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 12N04**
Certain 2011 and 2012 Model Year E-Series Vehicles Equipped with a 4R75E Automatic Transmission
Extended Coverage for Forward Sun Gear/Planetary Assembly Bearing Failure

PROGRAM TERMS

This program extends the coverage of the automatic transmission for forward sun gear/planetary assembly bearing failure to 6 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Certain 2011 and 2012 model year E-Series vehicles equipped with a 4R75E automatic transmission built at the Ohio Assembly Plant from October 5, 2010 through December 22, 2011. Affected vehicles are identified in OASIS.

REASON FOR PROVIDING ADDITIONAL COVERAGE

In some of the affected vehicles, a bearing cage in the transmission forward sun gear/planetary assembly may become damaged. Initially, a damaged bearing may exhibit a whine noise that is audible to vehicle occupants. If operation continues as the bearing begins to break apart, debris can spread to the planetary gears and a grinding or popping noise may occur. As damage to the planetary gear teeth occurs, more debris may be created and may enter the transmission main control, direct clutch, or stick to the output speed sensor. A wrench light or check engine warning light may illuminate and significant driveability/shift concerns may be felt by the driver. Over time, continued driving in this condition can produce enough planetary gear tooth damage to result in loss of transmission function.

SERVICE ACTION

If an affected vehicle experiences transmission noise or driveability/shift concerns, dealers are to follow inspection instructions in Attachment III of this bulletin to determine if the forward sun gear/planetary assembly bearing is damaged. If the inspection process determines that bearing damage exists, dealers will use the Cost Cap Tool to determine whether to overhaul the transmission or replace the transmission assembly. All current service replacement transmission assemblies and service kits have a revised forward sun gear/planetary assembly. This service will be performed on affected vehicles at no charge to the vehicle owner as a one-time repair within the program time/mileage limits.

PLEASE NOTE: This extended coverage program only applies to transmission noise or driveability/shift concerns caused by forward sun gear/planetary assembly bearing failure. During diagnosis if other concerns are found that are not related to a failed forward sun gear/planetary assembly bearing, they are not covered under this program and are the responsibility of the customer if the vehicle has exceeded the time and mileage of other applicable warranty coverage. The owner letter informs customers of this issue.

PRIOR APPROVAL

If your dealership requires prior approval for transmission assembly replacement, a prior approval request must be submitted to the Technical Hotline through PTS when a transmission assembly is replaced under this program.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of January 21, 2013. Dealers should repair any affected vehicles that experience transmission noise or driveability/shift concerns related to forward sun gear/planetary assembly bearing failure 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

QUESTIONS

Special Service Support Center (Dealer Assistance Only) 1-800-325-5621

Sincerely,



Michael A. Berardi

Customer Satisfaction Program 12N04

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OASIS ACTIVATED?

Yes, OASIS will be activated on January 15, 2013.

FSA VIN LIST ACTIVATED?

No, 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

Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

RELATED DAMAGE

If a related damage condition exists external to the transmission that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair. Requests for approval after completion of the repair will not be granted. Internal transmission damage should not be filed as related damage.

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 July 31, 2013. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Dealers are also authorized to refund owner-paid **emergency** repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. There is no expiration date for emergency repair refunds. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.

RENTAL VEHICLES

If a customer's vehicle requires the overhaul or replacement of an automatic transmission, Ford will pay for up to 2 days of vehicle rental except for fuel, insurance, and tax which will be at the owner's expense. The parts must be ordered to be received the fastest way possible. Prior approval for more than 2 rental days is required from the Special Service Support Center (1-800-325-5621).

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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.
- "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: 12N04
 - 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.
- Additional internal transmission parts such as a torque converter (due to applicable DTCs) and friction clutches and bands that are damaged (due to metal particle contamination) should be submitted on the same repair line on which the FSA is claimed (not related damage). However, if the cost of the repair will exceed current Cost Cap Tool guidelines, a transmission assembly must be used.
- If a transmission assembly is used for the repair:
 - **If your dealership requires prior approval for transmission assembly replacement, a prior approval request must be submitted to the Technical Hotline through PTS.**
 - Claim a Handling Allowance in lieu of a parts mark-up as applicable under normal claiming procedures for miscellaneous expense code "HANDLG".
 - When using actual time labor operation, MT12N04C, up to 1.8 Hours may be claimed to reassemble the transmission for core return without prior approval. "Actual Time" repairs require technician time stamps on the Repair Order. (See "Time Recording Procedure" in Section 1 in the Warranty and Policy Manual.)
- 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". This expense must be submitted on the same repair line as which the FSA is claimed. Prior approval from the Special Service Support Center is only required for more than two days of rental.
- PROGRAM TERMS: This one-time program extends the coverage of the automatic transmission for forward sun gear/planetary assembly bearing failure to 6 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded either the time or mileage limits listed above, this coverage will last through July 31, 2013. Coverage is automatically transferred to subsequent owners.

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LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|---|-----------------|------------------------------------|
| Overhaul transmission (includes inspection) | 12N04B | 8.3 Hours |
| Replace transmission (includes inspection) | 12N04C | 3.4 Hours |
| Disassemble/reassemble transmission for cost cap analysis (to be used with 12N04C only) | MT12N04C | Use actual time up to 1.8 Hours |
| Prior Approval Allowance (to be used with 12N04C for transmission Prior Approval dealers only) | 12N04P | 0.3 Hours |

PARTS REQUIREMENTS / ORDERING INFORMATION

NOTE: Parts and/or transmission assemblies must be ordered based on the inspection and cost cap analysis results. Use the charts below to determine parts needed (minimum) for the repair required.

Order your parts requirements through normal order processing channels.

Parts Needed for All Repairs (Overhaul and Assembly Replacement)

| Part Number | Description | Quantity Needed Per Repair |
|--|--|-------------------------------|
| 378941-S441 | Torque Converter Nuts (4 per package) | 4 |
| N811880-S100 | Driveshaft fasteners (4 per package) | 4 |
| XL-5 | Multi-Purpose Grease Spray (11.5 Oz Aerosol) | 2 Ounces |
| XG-1-C | Premium Long Life Grease (14 Oz. Tube) | 2 Ounces |
| NOTE: Below are additional fasteners needed only for Stripped Chassis/Chassis Cab vehicles having a 2-piece driveshaft | | |
| N800594 S100 | Driveshaft bolt (4 per package) | 4 |
| 56761-S439 | Bolt - 7/16-14 x 1.38 Hex Flange (2 per package) | 4 |

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Certain 2011 and 2012 Model Year E-Series Vehicles Equipped with a 4R75E Automatic Transmission
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PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)**Parts Needed for Transmission Overhaul Repairs**

NOTE: Additional parts may be needed depending on the amount of damage found during disassembly. Use Cost Cap Tool guidelines to determine if a transmission assembly should be used.

| Part Number | Description | Quantity Needed Per Repair |
|--------------|--------------------------------|--|
| AL3Z-7A398-C | Forward Planet Assembly (Kit) | 1 |
| XT-10-QLVC | Mercon LV (12 Quarts per case) | Up to 17 Quarts Allowed (13 Fill + 4 for Converter Flush) |

Transmission Assembly P/Ns (Only if Cost Cap Tool recommends replacement)

| Part Number | Description | Quantity Needed Per Repair |
|-------------|-------------------------------------|---------------------------------------|
| AC2Z-7000-C | Transmission Assembly – 4.6L Engine | 1 |
| AC2Z-7000-D | Transmission Assembly – 5.4L Engine | 1 |
| XT-10-QLVC | Mercon LV (12 Quarts per case) | As needed to top off to correct level |

Torque Converter P/Ns (Only needed if performing overhaul AND listed DTCs are retrieved during diagnosis)

NOTE: Transmission Assemblies come with torque converters.

| Part Number | Description | Quantity Needed Per Repair |
|---------------|--|----------------------------|
| 7L3Z-7902-HRM | Torque Converter (Reman) – 4.6L Engine | 1 |
| 7L3Z-7902-GRM | Torque Converter (Reman) – 5.4L Engine | 1 |

The DOR/COR number for this service action is 50490.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

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DEALER PRICE

For latest prices, refer to DOES II.

HANDLING ALLOWANCE

If a transmission assembly is used for the repair (labor operation 12N04C), the current handling allowance must be used in lieu of part mark-up.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual for "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.

CERTAIN 2011 AND 2012 MODEL YEAR E-SERIES VEHICLES EQUIPPED WITH A 4R75E AUTOMATIC TRANSMISSION — EXTENDED COVERAGE FOR FORWARD SUN GEAR/PLANETARY ASSEMBLY BEARING FAILURE

OVERVIEW

This program extends the coverage of the automatic transmission for forward sun gear/planetary assembly bearing failure to 6 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program. Coverage is automatically transferred to subsequent owners.

Dealer Inspection and Repair Procedure Guidelines

Dealers are to follow the Inspection Procedure to determine if a transmission concern is the result of forward sun gear/planetary assembly bearing failure.

- If forward sun gear/planetary assembly bearing damage is the cause of the concern, dealers are to make repairs as directed in the Service Procedure.
- If the forward sun gear/planetary assembly bearing is not the cause of the concern, this extended coverage program does not apply.

NOTE: If a forward sun gear/planetary assembly bearing is not the cause of the failure, diagnosis will have to be charged to the causal part. If the warranty on the causal part has expired, the diagnosis and repair costs will be the customer's responsibility.

Concern Background/Symptoms

In some of the affected vehicles, a bearing cage in the forward sun gear/planetary assembly of the transmission may become damaged or fracture, causing noise or drivability concerns.

- Initially, a damaged bearing cage may result in a whine noise.
- With continued operation, bearing debris can spread to the planetary gears and cause a grinding or popping noise.
- If damage to the planetary gear teeth occurs, more debris may be created and may enter the transmission main control, direct clutch, or stick to the output speed sensor.
 - This debris may cause a wrench light or check engine warning light to illuminate, and noticeable drivability/shift concerns may be felt by the driver.
- Continued driving can cause planetary gear tooth damage that results in a loss of transmission function.

NOTE: All current service kits and replacement transmission assemblies have a revised forward sun gear/planetary assembly.

This service will be performed on affected vehicles at no charge to the vehicle owner as a one-time repair within the program time/mileage limits.



INSPECTION PROCEDURE

1. Remove the transmission fluid pan. For additional information, refer to Workshop Manual (WSM) Section 307-01A.
2. Inspect the transmission fluid pan and magnet for large metallic debris.
 - If excessive/large metallic debris is present such as in Figure 1, proceed to Step 3.
 - If little or no metallic debris is present or only fine metal particles are found such as during typical transmission service, this extended coverage program does not apply. Reinstall the transmission fluid pan and refill with transmission fluid before returning the vehicle to the customer. Refer to WSM Section 307-01A for normal diagnosis if necessary.

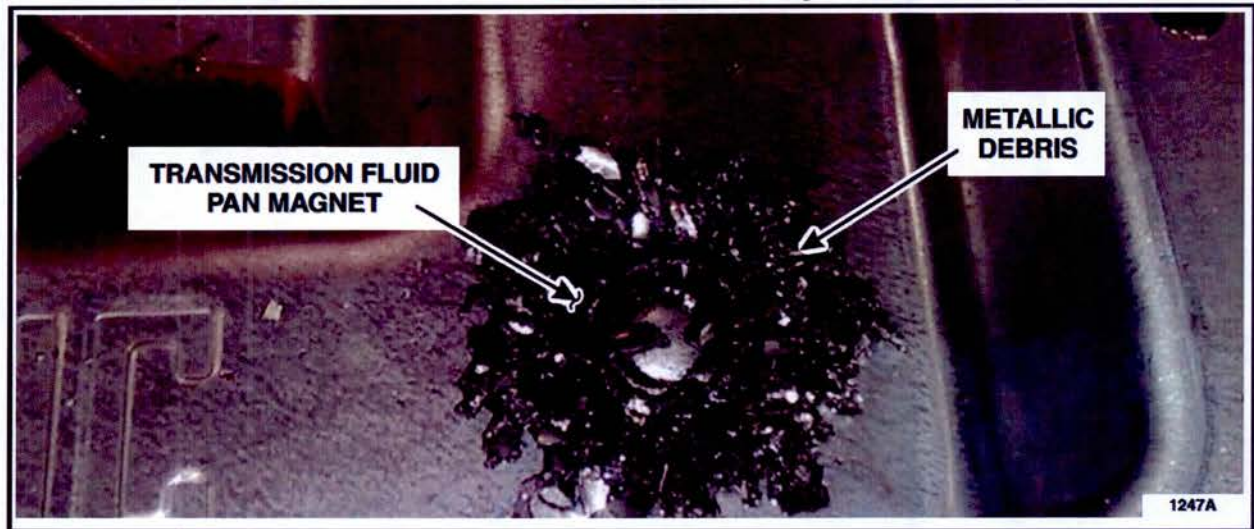


FIGURE 1

REPAIR PROCEDURE

3. Temporarily install the transmission fluid pan.
4. Using IDS, retrieve and record any DTCs (memory codes) present.
5. Remove and disassemble the transmission. For additional information, refer to WSM Section 307-01A.
6. Determine if any of the following torque converter related DTCs were recorded: P0741, P1741, P1742, P1743.
 - If NO, the torque converter may be used for assembly.
 - If YES, the torque converter must be replaced.



7. Inspect the forward sun gear/planetary assembly and other transmission parts to determine what additional parts, if any, will be needed to fully complete the repair of the transmission. With this information, service management must complete a "Cost Cap" analysis to determine if it will be more cost effective to repair or replace the transmission assembly. This is required even in the event of a catastrophic failure.

After completing the Cost Cap, by selecting parts needed to perform the repair:

- If the "Cost Cap Tool" provides a "Repair" decision, continue to Step 8.
- If the "Cost Cap Tool" provides a "Replace" decision, obtain a transmission assembly for the repair. Continue to Step 11.

NOTE: If your dealership requires prior approval for transmission assembly replacement, a prior approval request must be submitted to the Technical Hotline through PTS when a transmission assembly is replaced under this program.

8. Disassemble and clean the main control valve body. For additional information, refer to WSM Section 307-01A.

9. **NOTE:** This step is not required if a *new* torque converter is being installed.

Place the torque converter assembly on a bench to drain. Refill with fresh transmission fluid and drain again. Repeat until clean oil is present when draining. Approximately three or four quarts of fluid are typically sufficient to thoroughly flush the torque converter.

10. Assemble the transmission using the parts provided in the service kit, following the assembly procedures in WSM Section 307-01A.

NOTE: The service kit contains seals and gaskets for all 4R75 models. Match up all removed seals and gaskets. Some seals and gaskets in the kit will not be required for certain models. Discard any unused components.

11. Perform transmission fluid cooler backflushing and cleaning. For additional information, refer to WSM Section 307-01A.

12. Install the transmission. For additional information, refer to WSM Section 307-01A.





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

January 2013

Customer Satisfaction Program 12N04

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing additional coverage under Customer Satisfaction Program 12N04 for your vehicle, with the Vehicle Identification Number shown above.

**What is the reason
for this additional
coverage program?**

On your vehicle, it may be possible for a bearing in the automatic transmission forward planetary assembly to become damaged. Initially, if this bearing is damaged, it may cause a whine noise. If use continues with a damaged bearing, grinding and/or popping noises may occur. Eventually, a wrench light or check engine warning light may illuminate and significant driveability/shift concerns will be felt by the driver. Continued driving with this condition can result in loss of transmission function.

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty for automatic transmission forward planetary assembly bearing failure to a total of six (6) years or 150,000 miles from the warranty start date, whichever occurs first. This is a one-time repair program.

If your vehicle has already exceeded either the time or mileage limits listed above, this coverage will last through July 31, 2013. Coverage is automatically transferred to subsequent owners.

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 automatic transmission experiences the symptoms described above and is within the indicated time/mileage limitations of this program, your dealer will perform an inspection to determine if the cause is due to a failure of the forward planetary assembly bearing. If it is determined that bearing failure is the cause, Ford Motor Company has authorized your dealer to repair or replace the automatic transmission free of charge (parts and labor).

- How long will it take?** If an automatic transmission requires repairs that are covered under this program, the time needed for repair is one day. However, your dealer may need your vehicle for a longer period of time due to service scheduling and part ordering requirements.
- What should you do?** You do not need to return to your dealer for this inspection or repairs unless you experience automatic transmission noise or driveability symptoms as described above. Please keep this letter as a reminder of the extended warranty coverage for your automatic transmission. If your automatic transmission exhibits noise or driveability symptoms as described above 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 12N04. The VIN is printed near your name at the beginning of this letter. Your dealer will advise you if repairs are covered under this program.
- If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.
- PLEASE NOTE:** This extended coverage program only applies to transmission noise or driveability/shift concerns caused by forward planetary assembly bearing failure. This program does not cover the cost of any other diagnostics or repairs not related to this condition. If your concern is not caused by a forward planetary assembly bearing failure, it may be covered by other applicable warranty coverage. If all other warranty coverage has expired, you will be responsible for the diagnosis and repair expenses.
- 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 service related to transmission repairs due to a forward sun gear assembly bearing failure. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before July 31, 2013. 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 have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is:
www.Fordowner.com.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at www.fleet.ford.com.

MOTORHOME OWNERS: If you still have concerns, please contact the Motorhome Customer Assistance Center toll free at 1-866-906-9811. Representatives are available 24 hours a day.

Thank you for your attention to this important matter and remember to save this letter in case you need to take advantage of this additional coverage program.

Ford Customer Service Division