TO: All U.S. Ford and Lincoln Dealers

June 1, 2015

SUBJECT: Customer Satisfaction Program 14M01 – Supplement #3
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 – S2 Dated March 27, 2015
• Technical Service Bulletin (TSB) 15-0090 – Excessive Transmission Clutch Shudder DPS6 Automatic Transmission and/or Transmission Fluid Leak

New! REASON FOR THIS SUPPLEMENT
Supplement #3 is being released to:

• Modify the labor times to allow for clutch shudder diagnosis to be claimed separate from clutch replacement
• Update TSB reference to TSB 15-0090, which replaces TSB 15-0043.

New! 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 15-0090.

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 15-0090. This service must be performed at no charge to the vehicle owner.

**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 #3
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 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 or 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.
RENTAL VEHICLES
Ford Motor Company will pre-approve up to two (2) days of vehicle rental for vehicles that require clutch cleaning or clutch replacement. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership these repairs. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but must not exceed the stated daily rate. Prior approval for more than two (2) rental days is required from the Special Service Support Center (1-800-325-5621).

NEW 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 15-0090. 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.
Customer Satisfaction Program 14M01 – *Supplement #3*
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

**New! LABOR ALLOWANCES**
Labor allowances are consistent with TSB 15-0090. Repairs for vehicles covered by New Vehicle Limited Warranty should be claimed using the Labor Operation Codes provided in TSB 15-0090.

<table>
<thead>
<tr>
<th>Description</th>
<th>Labor Operation</th>
<th>Vehicle Application</th>
<th>Labor Time</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Labor to be claimed at initial diagnosis</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reprogram TCM and Perform Shudder Diagnosis – PASS (Shudder less than 250 RPM) Includes performing the pinpoint test</td>
<td>14M01H</td>
<td>2012-2014MY FOCUS</td>
<td>1.1 Hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2011-2014MY FIESTA</td>
<td>1.1 Hours</td>
</tr>
<tr>
<td>Reprogram TCM and Perform Shudder Diagnosis – FAIL (Shudder greater than 250 RPM) Includes performing the pinpoint test</td>
<td>14M01L</td>
<td>2012-2014MY FOCUS</td>
<td>1.1 Hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2011-2014MY FIESTA</td>
<td>1.1 Hours</td>
</tr>
<tr>
<td><strong>Labor to be claimed during repairs</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Replace the Clutch</td>
<td>14M01M</td>
<td>2012-2014MY FOCUS</td>
<td>5.0 Hours</td>
</tr>
<tr>
<td>• Includes post road test</td>
<td></td>
<td>2011-2014MY FIESTA</td>
<td>4.5 Hours</td>
</tr>
<tr>
<td>• May be claimed with 14M01L (if <em>not</em> previously claimed)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Replace the Clutch and Both Input Shaft Seals</td>
<td>14M01N</td>
<td>2012-2014MY FOCUS</td>
<td>5.4 Hours</td>
</tr>
<tr>
<td>• Includes post road test</td>
<td></td>
<td>2011-2014MY FIESTA</td>
<td>4.9 Hours</td>
</tr>
<tr>
<td>• May be claimed with 14M01L (if <em>not</em> previously claimed)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clean the Clutch and Replace Both Input Shaft Seals</td>
<td>14M01P</td>
<td>2012-2014MY FOCUS</td>
<td>6.2 Hours</td>
</tr>
<tr>
<td>• Includes post road test</td>
<td></td>
<td>2011-2014MY FIESTA</td>
<td>5.7 Hours</td>
</tr>
<tr>
<td>• May be claimed with 14M01L (if <em>not</em> previously claimed)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Replace the Clutch after Cleaning</td>
<td>14M01Q *</td>
<td>2012-2014MY FOCUS</td>
<td>5.4 Hours</td>
</tr>
<tr>
<td>This operation requires a Prior Approval Code and can only be claimed with 14M01P. Includes time for Prior Approval and post road test.</td>
<td></td>
<td>2011-2014MY FIESTA</td>
<td>4.9 Hours</td>
</tr>
</tbody>
</table>

*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.
ATTACHMENT II
Page 2 of 4

Customer Satisfaction Program 14M01 – Supplement #3
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)

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Order Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>EV6Z-7052-C* or EV6Z-7052-A*</td>
<td>Focus Seal Kit (see page 4 of 4 for kit contents)</td>
<td>1</td>
</tr>
<tr>
<td>EV6Z-7052-D* or EV6Z-7052-B*</td>
<td>Fiesta Seal Kit (see page 4 of 4 for kit contents)</td>
<td>1</td>
</tr>
</tbody>
</table>

* Either part number can be used for repairs.

Clutch Assembly (Order per Application)

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Order Quantity</th>
</tr>
</thead>
</table>
| BV6Z-7B546-F | Dual Clutch Assembly Kit  
- All Focus Vehicles  
- Fiesta Vehicles built on or after 1/13/2011 | 1 |
| AEBZ-7B546-E | Dual Clutch Assembly Kit for Fiesta built on or before 1/12/2011 | 1 |
| AEBZ-7007-A | Engine to Transaxle Separator Plate – 1.6L Engines (Fiesta) | 1 (1.6L Only) |

Other Supplies

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Motorcraft and Other Supplies</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>XT-11-QDC</td>
<td>Motorcraft® Dual Clutch Transmission Fluid</td>
<td>Up to 1 Quart</td>
</tr>
<tr>
<td>PM-4-A</td>
<td>Motorcraft® Metal Brake Parts Cleaner (Up to 6 Cans Required)</td>
<td>Up to 6 Cans</td>
</tr>
<tr>
<td>BEBZ-6731-AB</td>
<td>Motorcraft® Oil Filter FL-910-S</td>
<td>1</td>
</tr>
<tr>
<td>1S7Z-6840-AA</td>
<td>Oil Filter Cooler Adapter Gasket (Focus)</td>
<td>1</td>
</tr>
<tr>
<td>BEBZ-6L621-A</td>
<td>Oil Cooler Assembly Seal (Fiesta, if needed due to damage)</td>
<td>1</td>
</tr>
<tr>
<td>XC-5W20-QSP</td>
<td>Motorcraft® 5W20 Premium Synthetic Blend Motor Oil</td>
<td>Up to 1 Quart</td>
</tr>
<tr>
<td>XL-2</td>
<td>Motorcraft® High Temperature Nickel Anti-Seize Lubricant</td>
<td>As Needed</td>
</tr>
</tbody>
</table>
| 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 1000.
### SEAL KIT CONTENTS

**Focus Seal Kit (EV6Z-7052-C)**

<table>
<thead>
<tr>
<th>Part Description</th>
<th>Kit Qty.</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Input Shaft Seal Inner</td>
<td>1</td>
<td>AE8Z-7052-D</td>
</tr>
<tr>
<td>Clutch-To-Hollow Input Shaft Snap Ring</td>
<td>1</td>
<td>AE8Z-7064-A</td>
</tr>
<tr>
<td>Input Shaft Seal Outer</td>
<td>1</td>
<td>AE8Z-7048-C</td>
</tr>
<tr>
<td>Clutch Snap Ring (Replace If Reusing Original Clutch)</td>
<td>1</td>
<td>AE8Z-7064-B</td>
</tr>
<tr>
<td>Transaxle Input Shaft/Spline Lubricant</td>
<td>1</td>
<td>9U7Z-19A306-BA</td>
</tr>
<tr>
<td>Flexplate-To-Clutch Nut</td>
<td>6</td>
<td>W705448-S441</td>
</tr>
<tr>
<td>Bearing Retainer Strap</td>
<td>1</td>
<td>YS4Z-9N324-AA</td>
</tr>
<tr>
<td>Bearing Retainer Strap Nut</td>
<td>2</td>
<td>W520102-S442</td>
</tr>
<tr>
<td>Halfshaft Seal Kit</td>
<td>2</td>
<td>AE8Z-1S177-A</td>
</tr>
<tr>
<td>Ball Joint Bolt</td>
<td>2</td>
<td>W715491-S442</td>
</tr>
<tr>
<td>Ball Joint Nut</td>
<td>2</td>
<td>W520415-S442</td>
</tr>
</tbody>
</table>

**Fiesta Seal Kit (EV6Z-7052-D)**

<table>
<thead>
<tr>
<th>Part Description</th>
<th>Kit Qty.</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Input Shaft Seal Inner</td>
<td>1</td>
<td>AE8Z-7052-D</td>
</tr>
<tr>
<td>Clutch-To-Hollow Input Shaft Snap Ring</td>
<td>1</td>
<td>AE8Z-7064-A</td>
</tr>
<tr>
<td>Input Shaft Seal Outer</td>
<td>1</td>
<td>AE8Z-7048-C</td>
</tr>
<tr>
<td>Clutch Snap Ring (Replace If Reusing Original Clutch)</td>
<td>1</td>
<td>AE8Z-7064-B</td>
</tr>
<tr>
<td>Transaxle Input Shaft/Spline Lubricant</td>
<td>1</td>
<td>9U7Z-19A306-BA</td>
</tr>
<tr>
<td>Flexplate-To-Clutch Nut</td>
<td>6</td>
<td>W705448-S441</td>
</tr>
<tr>
<td>Bearing Retainer Strap</td>
<td>1</td>
<td>YS4Z-9N324-AA</td>
</tr>
<tr>
<td>Bearing Retainer Strap Nut</td>
<td>2</td>
<td>W520102-S442</td>
</tr>
<tr>
<td>Halfshaft Seal Kit</td>
<td>2</td>
<td>AE8Z-1S177-A</td>
</tr>
<tr>
<td>Exhaust Gasket</td>
<td>1</td>
<td>2S6Z-9450-A</td>
</tr>
<tr>
<td>Exhaust Nut</td>
<td>2</td>
<td>W703662-S403</td>
</tr>
<tr>
<td>Ball Joint Bolt</td>
<td>2</td>
<td>W709618-S442</td>
</tr>
<tr>
<td>Ball Joint Nut</td>
<td>2</td>
<td>W520203-S442</td>
</tr>
</tbody>
</table>

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## Reference Guide to Understanding
### DPS6 Automatic Transmission Warranty Coverage

<table>
<thead>
<tr>
<th>COVERAGE</th>
<th>3 yrs. 36,000 MILES</th>
<th>5 yrs. 60,000 MILES</th>
<th>7 yrs. 100,000 MILES</th>
<th>10 yrs. 150,000 MILES</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Vehicle Warranty Coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Vehicle Powertrain Warranty Coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transmission Clutch Shudder and Input Shaft Seals only 14M01 Extended Warranty (Vehicles built before June 6, 2013)</td>
<td></td>
<td>14M01</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transmission Control Module only Emissions Warranty and 14M02 Extended Warranty</td>
<td></td>
<td></td>
<td>Emissions Warranty Coverage</td>
<td>14M02</td>
</tr>
</tbody>
</table>

*Transmission Control Module may be covered under 8 years/80,000 miles Emissions Warranty. Always consult the Part Coverage tool on OASIS for each vehicle to verify eligible coverage.*

## 14M01 / 14M02
### DPS6 FSA Extended Warranty Repair Coverage Summary

<table>
<thead>
<tr>
<th>Publication</th>
<th>Concern</th>
<th>Repairs Covered</th>
<th>Repairs NOT Covered</th>
</tr>
</thead>
</table>
| FSA 14M01 (Extended Warranty Coverage) | Transmission Clutch Shudder / Input Shaft Seal Leak | • TCM reprogramming  
• Transmission input shaft seal replacement  
• Clutch cleaning  
• Clutch replacement | • TCM replacement  
• Internal transmission repairs  
• Other mechanical or electrical repairs or component replacement  
• Additional diagnostic time |

| FSA 14M02 (Extended Warranty Coverage) | Transmission Control Module (TCM) Failure | • TCM replacement (TCM reprogramming is included)  
NOTE: Up to 2 hours diagnostic time may be claimed but ONLY when the TCM is the causal component | • Diagnostic time for any fault where the TCM is not the causal component  
• Internal transmission repairs  
• Other mechanical or electrical repairs or component replacement |
Claiming Instructions for Parts Delay Greater than 30 Days

Opening Statement:
Due to the length of time between initial diagnosis for clutch shudder and clutch availability, TSB (15-0090) and FSA (14M01-S3) labor operations have been updated to allow diagnostic labor to be claimed separate from clutch repair or replacement.

Submission of a claim for diagnostic labor only while parts are on backorder deviates from normal policy and is only applicable to this repair (W&P Manual V 2.4, Section 1 page 13).

If parts delay is estimated at over 30 days, you may submit the claim for diagnostic labor. Dealer management systems differ; thus, there are multiple methods to accomplish this. Below are two options to submit diagnostic labor separate from repair labor.

Option 1
- Open repair order line 1 for diagnosis and line 2 for the repair
- Submit line 1 with line 2 open while waiting for parts
- Submit line 2 upon completion

Option 2
- Open and submit a repair order for diagnosis
- Open a second repair order, at the same time, and leave it open while waiting for parts
- Submit the 2nd repair order upon completion

If the repair is beyond 30 days, the repair will require a dealer self approval code. If the repair is beyond 90 days, request a submission time limit code. If parts delay is less than 30 days, follow normal policy and submit both diagnostic and repair labor when repairs have been completed.

Supporting Information:
- Dealers should review OASIS at the time of service write up to identify vehicles that have had diagnostic labor only claims to avoid repeat diagnosis labor.
- Submitting multiple claims will not close FSA 14M01.

Category: WSM Transmission – Warranty Policy
Do: Submit diagnostic labor only claim if backorder is greater than 30 days.
Don't: Include diagnostic labor again at time of repair.
DIAGNOSIS AND REPAIR SUMMARY EXCESSIVE TRANSMISSION CLUTCH SHUDDER DPS6 AUTOMATIC TRANSMISSION AND/OR TRANSMISSION FLUID LEAK

1. Reprogram PCM/TCM using IDS

2. Follow WSM Diagnosis and Testing, Diagnosis by Symptom, Pinpoint Test – Clutch Shudder on Acceleration
   a) Perform Adaptive Learn
   b) Record Transmission Data using IDS Datalogger ‘DPS6 Shudder Concern’
   c) Save and Upload Session Data
   d) Follow Pinpoint Test Steps for Repair Direction

Analyze Data

Shudder Event Less Than 250 RPM
Normal Operation
(Diagnosis and Repair Complete - Labor Operation H)

YES

Shudder Event Greater Than 250 RPM?

Clutch is Dry, Not leaking Or Event is Greater Than 550 RPM

NO

Clutch is Wet, Seals are Leaking

Glean the Clutch and Replace the Seals

Shudder Greater Than 250 RPM
(Repair Complete - Labor Operation P & Q)

YES

Clutch repair is Required
(Diagnosis Complete - Labor Operation I)

Replace Clutch
(Repair Complete - Labor Operation M)

Replace Clutch and Seals
(Repair Complete - Labor Operation N)

Are the Seals Black?

NO

Record Clutch Data after Cleaning

YES
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.

Supplement #3 is being released to:
• Modify the labor times to allow for clutch shudder diagnosis to be claimed separate from clutch replacement.
• Update TSB reference to TSB 15-0090, which replaces TSB 15-0043.

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 94.03 or later.

NOTE: Calibration files may also be obtained at 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: 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). 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 EE 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 or 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 inheal 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.