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Ford Motor Company  
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June 14, 2015

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

**SUBJECT:** **DELIVERY HOLD - Customer Satisfaction Program 15B22 – Supplement #1**  
Certain 2011 through 2015 Model Year Fiesta and 2012 through 2014 Model Year Focus Vehicles Equipped with a DPS6 Automatic Transmission  
Transmission Control Module Reprogramming for Overt TCM Failure Warning

**REF:** **Customer Satisfaction Program 14M02**

Certain 2011 through 2015 Model Year Fiesta and 2012 through 2015 Model Year Focus Vehicles Equipped with a DPS6 Automatic Transmission  
Transmission Control Module Extended Warranty Coverage

**Customer Satisfaction Program 14M01**

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

**Technical Service Bulletin (TSB) 15-0120** – Excessive Transmission Clutch Shudder and/or Transmission Fluid Leak

**Technical Service Bulletin (TSB) 16-0044** – DPS6 - No Start and/or Transmission Engagement or Loss of Power With DTCS U0100, U0101, U1013, U3003 and/or P0606

**New! REASON FOR THIS SUPPLEMENT**

*Program Extension: The program expiration date has been extended from July 31, 2016 to July 31, 2017. Owners will be notified of this program extension beginning the week of June 27, 2016.*

**New! PROGRAM TERMS**

This program will be in effect through *July 31, 2017*. There is no mileage limit for this program.

**EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of *July 31, 2017* to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists name and address (available after all owner letters are mailed) to contact customers with affected vehicles. This will help minimize the number of vehicles that may experience a Transmission Control Module (TCM) failure.

## **New!** AFFECTED VEHICLES

| Vehicle  | Model Year | Assembly Plant | Build Dates                               |
|--|------------|----------------|---|
| Fiesta equipped with DPS6 Automatic Transmission | 2011-2015  | Cuautitlan     | November 3, 2009 through October 15, 2014 |
| Focus equipped with DPS6 Automatic Transmission  | 2012-2014  | Michigan       | August 1, 2010 through October 26, 2014   |

Affected vehicles are identified in OASIS.

**NOTE:** Some vehicles covered by 15B22 may also be eligible for coverage by 14M01 (DPS6 Transmission Clutch Shudder / Transmission Input Shaft Seal Warranty Extension) and /or 14M02 (Transmission Control Module Extended Warranty Coverage). Always consult OASIS to determine repairs and coverage that may apply.

**NOTE:** As of August 4, 2015, vehicles being serviced for any of the following programs will also receive the TCM/PCM reprogramming and clutch adaptive learn strategy updates identified in this FSA:

- FSA 14M01
- FSA 14M02
- TSB 15-0120
- **TSB 16-0044**

Therefore, it is not necessary to perform 15B22 separately, and 15B22 should not be claimed, when repairs for any of these programs are performed.

## **REASON FOR THIS PROGRAM**

This customer satisfaction program updates the TCM software in affected vehicles to provide improved detection and overt warning of electrical circuit failures in the TCM.

As communicated in a previous Customer Satisfaction Program (14M02), electrical circuit failures within the TCM may develop and result in intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power. Updating the TCM software will help ensure the vehicle operator is alerted to potential issues with the TCM prior to failure.

## **SERVICE ACTION**

Before delivering any of the vehicles involved in this program, dealers are to reprogram the TCM using IDS release 96.03 or higher. This service must be performed on all affected vehicles at no charge to the vehicle owner.

## **New!** OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed beginning the week of August 10, 2015. *Beginning the week of June 27, 2016, a notification will be sent to owners advising of the new program expiration date.* Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

## **New!** 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,



Michael A. Berardi

**DELIVERY HOLD - Customer Satisfaction Program 15B22 – Supplement #1**  
Certain 2011 through 2015 Model Year Fiesta and 2012 through 2014 Model Year Focus Vehicles  
Equipped with a DPS6 Automatic Transmission  
Transmission Control Module Reprogramming for Overt TCM Failure Warning

**OASIS ACTIVATION**

OASIS will be activated on August 4, 2015.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by August 17, 2015. Owner names and addresses will be available after all owner letters are mailed.

**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 program 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 service action.

**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.

**SOLD VEHICLES**

- 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.

**TITLE BRANDED / SALVAGED VEHICLES**

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

**ADDITIONAL LABOR TIME AND/OR PARTS**

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

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
  - 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.

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

The use of rental vehicles is not approved for this program.

**DELIVERY HOLD - Customer Satisfaction Program 15B22 – Supplement #1**  
Certain 2011 through 2015 Model Year Fiesta and 2012 through 2014 Model Year Focus Vehicles  
Equipped with a DPS6 Automatic Transmission  
Transmission Control Module Reprogramming for Overt TCM Failure Warning

**New! CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: refer to ACESII manual for claims preparation and submission information.
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (15B22) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- PROGRAM TERMS: This program will be in effect through *July 31, 2017*. There is no mileage limit for this program.

**NOTE:** The following Field Service Actions and Technical Service Bulletins include reprogramming the TCM/PCM and clutch adaptive learn strategy updates that are performed in this FSA:

- FSA 14M01
- FSA 14M02
- TSB 15-0120
- *TSB 16-0044*

Therefore, as of August 4, 2015, it is not necessary to perform 15B22 separately, and 15B22 should not be claimed, when repairs for any of these programs are performed.

**DELIVERY HOLD - Customer Satisfaction Program 15B22 – Supplement #1**

Certain 2011 through 2015 Model Year Fiesta and 2012 through 2014 Model Year Focus Vehicles  
Equipped with a DPS6 Automatic Transmission

Transmission Control Module Reprogramming for Overt TCM Failure Warning

**New! LABOR ALLOWANCES**

| Description  | Labor Operation | Labor Time |
|--|-----------------|------------|
| Reprogram PCM/TCM and perform Clutch Adaptive Learn Procedure.<br><br><b>NOTE:</b> Cannot be claimed when labor operations for any of the following programs are claimed: <ul style="list-style-type: none"> <li>• FSA 14M01</li> <li>• FSA 14M02</li> <li>• TSB 15-0120</li> <li>• <i>TSB 16-0044</i></li> </ul> Claims against any of the above programs will automatically close 15B22. | 15B22B          | 0.6 Hours  |

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this repair.

## CERTAIN 2011 THROUGH 2015 MODEL YEAR FIESTA AND 2012 THROUGH 2014 FOCUS VEHICLES EQUIPPED WITH A DPS6 AUTOMATIC TRANSMISSION — TRANSMISSION CONTROL MODULE REPROGRAMMING FOR OVERT TCM FAILURE WARNING

### **NEW !** OVERVIEW

This customer satisfaction program updates the TCM software in affected vehicles to provide improved detection and overt warning of electrical circuit failures in the TCM. Electrical circuit failures within the TCM may develop and result in intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power. Updating the TCM software will help ensure the vehicle operator is alerted to potential issues with the TCM prior to failure.

Before delivering any of the vehicles involved in this program, dealers are to reprogram the TCM using IDS release 96.03 or higher.

**NOTE:** As of August 4, 2015, vehicles being serviced for any of the following programs will also receive the TCM/PCM reprogramming and clutch adaptive learn strategy updates identified in this FSA:

- FSA 14M01
- FSA 14M02
- TSB 15-0120
- *TSB 16-0044*

Therefore, it is not necessary to perform 15B22 separately, and 15B22 should not be claimed, when repairs for any of these programs are performed.

### SERVICE PROCEDURE

1. Reprogram the Powertrain Control Module (PCM)/Transmission Control Module (TCM) to the latest calibration using IDS release 96.03 or later. Ignition **MUST** be cycled OFF for at least 15-30 seconds following completion of the reprogramming process. See "Module Reprogramming" on Page 2 for additional information.

**NOTE:** For 2.0L Focus models:

- Prior to running clutch adaptive learning but after PCM/TCM reprogramming, it may be necessary to Start the engine and hold at Wide Open Throttle (WOT) until the temperature gauge reads 1/2 up the gauge display. Once at the appropriate temperature range, Key OFF then Key ON and initiate the clutch adaptive learning routine.
- If there is difficulty completing (passing) clutch adaptive learning, it may be necessary to turn on the headlamps/high beams with blower on high with AC OFF to add load and smooth out the idle.

**NOTE:** It is important that consistent brake pedal pressure be maintained throughout the learn procedure.

**NOTE:** Do not turn the steering wheel during the learn procedure.



2. Perform TCM clutch adaptive learning procedure.
  - a. Run the engine until the instrument panel temperature gauge is reading between 1/3 and 1/2 of the normal range.
  - b. Turn off all electrical accessories including rear defrost, HVAC, etc.
  - c. Using the Ford approved diagnostic tool, navigate to the TCM Adaptive Learning sub menu.
  - d. Select Clutch.
  - e. Follow the instructions displayed on IDS.
3. After reprogramming and clutch adaptive learning are complete, check and adjust the vehicle clock as required.

### Module Reprogramming

**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.

1. Connect a battery charger to the 12V battery.
2. Reprogram the Powertrain Control Module using IDS release 96.03 or higher.

**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.





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

June, 2016

Software Update Program 15B22  
Customer Satisfaction Program 14M02  
Programa de actualización de software 15B22  
Programa de satisfacción del cliente 14M02

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are not only committed to building high quality, dependable products, but also building a community of happy, satisfied customers. To demonstrate that commitment, we are providing you with both a software update and a no-charge extended coverage for the transmission control module (TCM) for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

On your vehicle with the VIN shown above, the TCM may experience electrical circuit failures causing intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power. If this condition is present and the transmission control module has not been updated with the latest software, these symptoms may become progressively worse and your vehicle may not provide a visual warning of the failure.

**What will Ford and your Dealer do?**

For your peace of mind, Ford Motor Company has developed new software that will alert the driver of a possible TCM circuit failure before symptoms progress. Ford Motor Company has authorized any Ford/Lincoln dealer to update the software in your TCM free of charge (parts and labor). This Software Update Program will be in effect until July 31, 2017 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**What should you do?**

Please call your dealer without delay and request a service date for Software Update Program 15B22. Provide the dealer with the VIN of your vehicle, which is near the beginning of this letter.

**What will the improved software do?**

The improved software will continuously monitor the TCM and provide advance notification, resulting in a "Check Engine" light if the TCM isn't operating properly. This improved fault detection and overt warning will help ensure the vehicle operator is alerted to potential issues with the TCM.

**What won't the software update do?**

The new TCM software update **will not** change the normal shift characteristics of your vehicle's transmission and will not have an effect on fuel economy.

**How long will it take?**

The time needed to install the updated software in your vehicle is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Your vehicle may also require diagnosis to determine if the TCM has failed and parts need to be ordered.

**Should your vehicle require additional service, what will Ford and your dealer do?**

Ford Motor Company has also extended the warranty coverage on the TCM to 10 years or 150,000 miles from the warranty start date, whichever occurs first. If your vehicle's TCM requires replacement and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized any Ford/Lincoln dealer to replace the TCM free of charge (parts and labor).

If your vehicle has already exceeded mileage limits listed above, coverage under 14M02 will last through June 30, 2017. Coverage is automatically transferred to subsequent owners.

**Is this different than the previous letter you received?**

You may have previously received a letter(s) regarding additional coverages on your PowerShift Automatic Transmission. The reference guide below can help you better understand the available warranty coverage for your transmission.

**Reference Guide to Understanding Powershift Automatic Transmission Warranty Coverage**

| <b>COVERAGES</b><br><small>(Coverage expires when time or mileage limit is reached)</small>                               | <b>3 yrs.<br/>36,000<br/>MILES</b> | <b>5 yrs.<br/>60,000<br/>MILES</b> | <b>7 yrs.<br/>100,000<br/>MILES</b> | <b>10 yrs.<br/>150,000<br/>MILES</b> |
|---|------------------------------------|------------------------------------|-------------------------------------|--------------------------------------|
| New Vehicle Warranty Coverage   |                                    |                                    |                                     |                                      |
| New Vehicle Powertrain Warranty Coverage  |                                    |                                    |                                     |                                      |
| Transmission Clutch Shudder and Input Shaft Seals only<br>14M01 Extended Warranty<br>(Vehicles built before June 6, 2013) |                                    |                                    | 14M01                               |                                      |
| Transmission Control Module only<br>Emissions Warranty and 14M02<br>Extended Warranty                                     | Emissions Warranty Coverage*       |                                    |                                     | 14M02                                |

\*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.

**Have you previously paid for this repair?**

If you paid to have service done on your TCM before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to TCM replacement. To verify eligibility and expedite reimbursement, give the original receipt from the repair to your dealer before July 31, 2017. 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 indicate that you are the current owner.

**Can we assist you further?**

If you need further assistance, see the Service Manager at your dealership.

RETAIL OWNERS: If you have questions or concerns, please contact our Ford Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you have questions or concerns, please contact our Fleet Customer Information Center at 1-800-34-FLEET, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.fleet.ford.com](http://www.fleet.ford.com).

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division