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June 16, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 16N02

Certain 2011-2012 Model Year F-150 and 2012 Model Year Expedition, Navigator and Mustang Vehicles Equipped with a 6R80 Transmission
Molded Leadframe Extended Coverage

REF: DEMONSTRATION / DELIVERY HOLD - Advance Notice - Safety Recall 16S19 – Supplement #1

Certain 2011-2012 Model Year F-150 and 2012 Model Year Expedition, Navigator and Mustang Vehicles Equipped with a 6R80 Transmission
Powertrain Control Module Reprogramming

PROGRAM TERMS

This program extends the warranty coverage of the automatic transmission molded leadframe to 10 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. If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through December 31, 2016. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2011-2012	Dearborn	February 11, 2011 through September 8, 2012
		Kansas City	April 5, 2011 through June 13, 2012
Expedition	2012	Kentucky	August 26, 2011 through June 6, 2012
Navigator			August 26, 2011 through February 29, 2012
Mustang		Flat Rock	August 9, 2011 through February 24, 2012

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED COVERAGE

In some of the affected vehicles, an intermittent output shaft speed (OSS) sensor failure may result in 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 powertrain control module (PCM). Additionally, some vehicles may experience an unintended downshift into first gear.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to replace the molded leadframe. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed 3rd quarter 2016. Dealers should repair any affected vehicles that contain one or more of the DTCs listed and/or if the vehicle exhibits an unintended downshift into first gear event, 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

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

Customer Satisfaction Program 16N02

Certain 2011-2012 Model Year F-150 and 2012 Model Year Expedition, Navigator and Mustang
Vehicles Equipped with a 6R80 Transmission
Molded Leadframe Extended Coverage

OASIS ACTIVATION

OASIS will be activated on June 16, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists 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

Vehicles with cancelled warranties are not eligible for this service action.

ADDITIONAL REPAIR (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
 - Lincoln vehicles – 4 years or 50,000 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

- 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 December 31, 2016.
- Dealers are also pre-approved 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.
- Refunds will only be provided for the cost associated with molded leadframe replacement.

RENTAL VEHICLES

- Dealers are pre-approved for up to 1 day for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the SSSC via the SSSC Web Contact Site.

Customer Satisfaction Program 16N02

Certain 2011-2012 Model Year F-150 and 2012 Model Year Expedition, Navigator and Mustang
Vehicles Equipped with a 6R80 Transmission
Molded Leadframe Extended Coverage

CLAIMS PREPARATION AND SUBMISSION

- This is a one-time repair program and also applies to vehicles that are within the New Vehicle Limited Warranty coverage period. When a vehicle is determined to exhibit this concern, repairs should be claimed against Program Code 16N02.
- 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 16N02 is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- Submit refunds on a separate repair line.
 - Program Code: 16N02
 - 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.

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Vehicles Equipped with a 6R80 Transmission
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LABOR ALLOWANCES

Description	Vehicle	Labor Operation	Labor Time
Check DTCs and replace molded leadframe	F-150	16N02B	2.1 Hours
	Expedition		
	Navigator		
	Mustang	16N02C	2.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity
AL3Z-7G276-B	Molded Leadframe	1
XT-10-QLVC	MERCON® LV Automatic Transmission Fluid	9
BL3Z-7A191-C	Transmission Fluid Pan Gasket	As Required
BL3Z-7A098-A	Transmission Filter	As Required

The DOR/COR number for this program is 51046.

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

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 4000.

CERTAIN 2011-2012 MODEL YEAR F-150 AND 2012 MODEL YEAR EXPEDITION, NAVIGATOR AND MUSTANG VEHICLES EQUIPPED WITH A 6R80 TRANSMISSION — MOLDED LEADFRAME EXTENDED COVERAGE

OVERVIEW

In some of the affected vehicles, an intermittent output speed sensor (OSS) failure may result in 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 powertrain control module (PCM). Additionally, some vehicles may experience an unintended downshift into first gear. If an affected vehicle exhibits this condition, dealers are to replace the molded leadframe.

SERVICE PROCEDURE

1. Are either of the following statements true?

- The MIL and/or Wrench Light is illuminated in the instrument cluster with DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM.
- The customer reports an intermittent unintended downshift into first gear.
NO – This program does not apply.
YES – Replace the molded leadframe. Proceed to Step 2.

NOTE: Do not proceed with this procedure until parts are ordered and received. This will prevent excessive transmission fluid loss while the main control assembly is removed.

2. Remove the main control assembly. Please follow the WSM procedure in Section 307-01, In-Vehicle Repair.

3. Remove the six long bolts from the molded leadframe. See Figure 1.

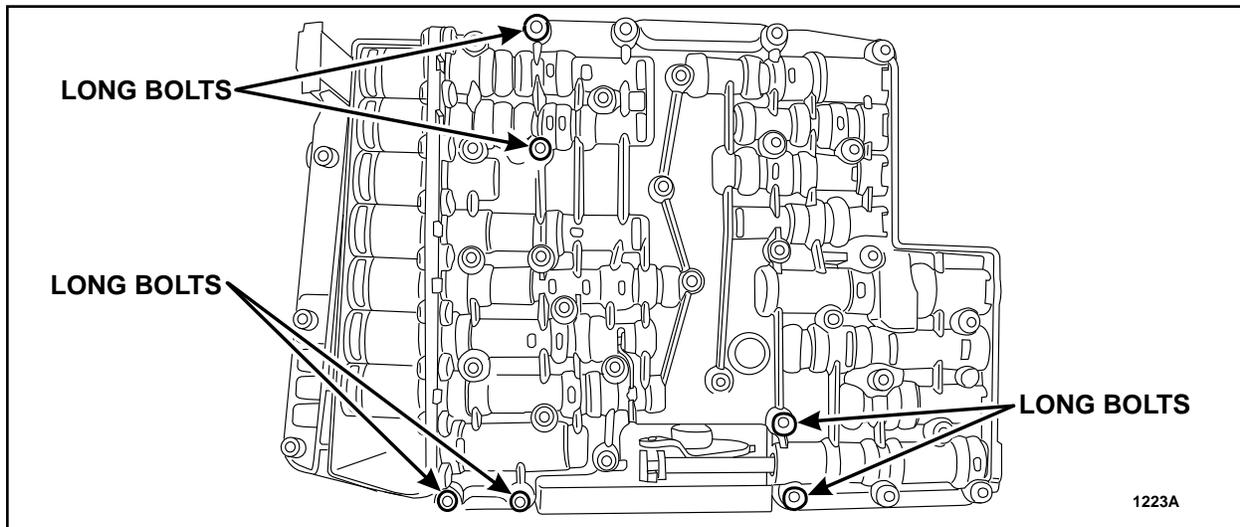


FIGURE 1



4. Carefully separate the molded leadframe from the main control assembly. See Figure 2.

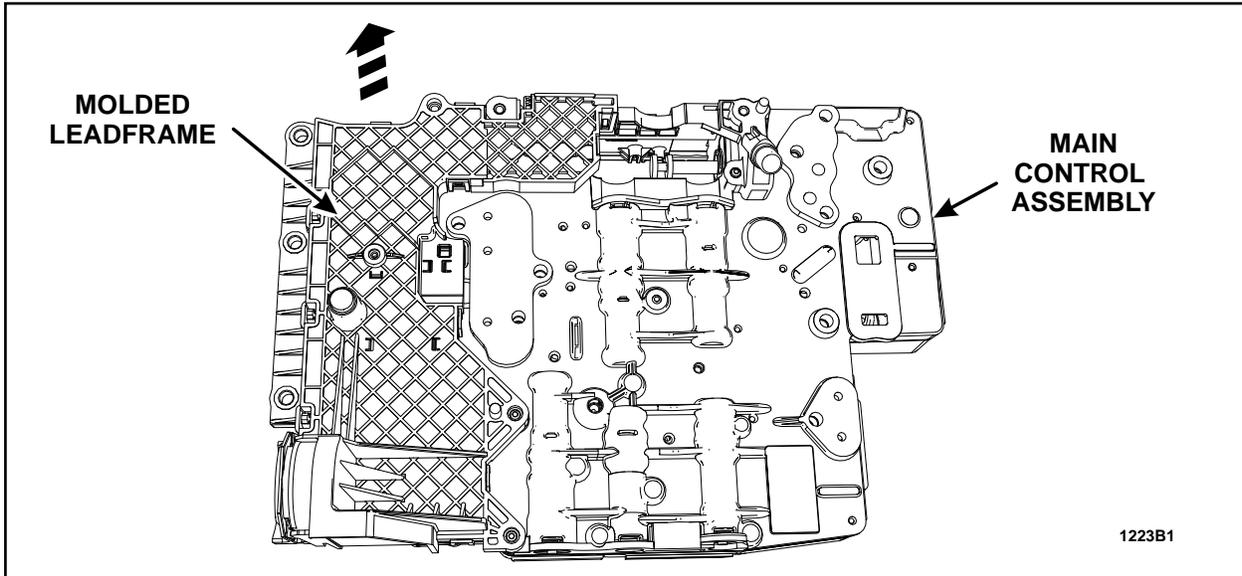


FIGURE 2

5. Install the *new* molded leadframe on the main control assembly. See Figure 3.

NOTE: The transmission range (TR) sensor pin must be aligned with the manual control valve during installation.

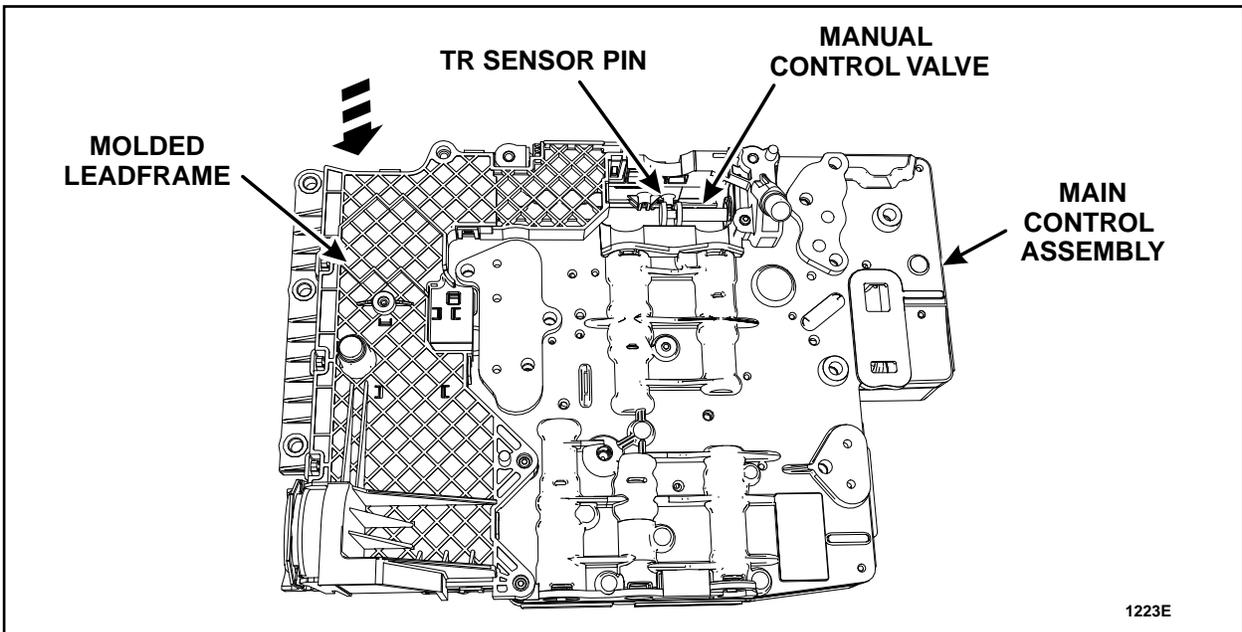


FIGURE 3



6. Install the six long bolts to the *new* molded leadframe. See Figure 4.

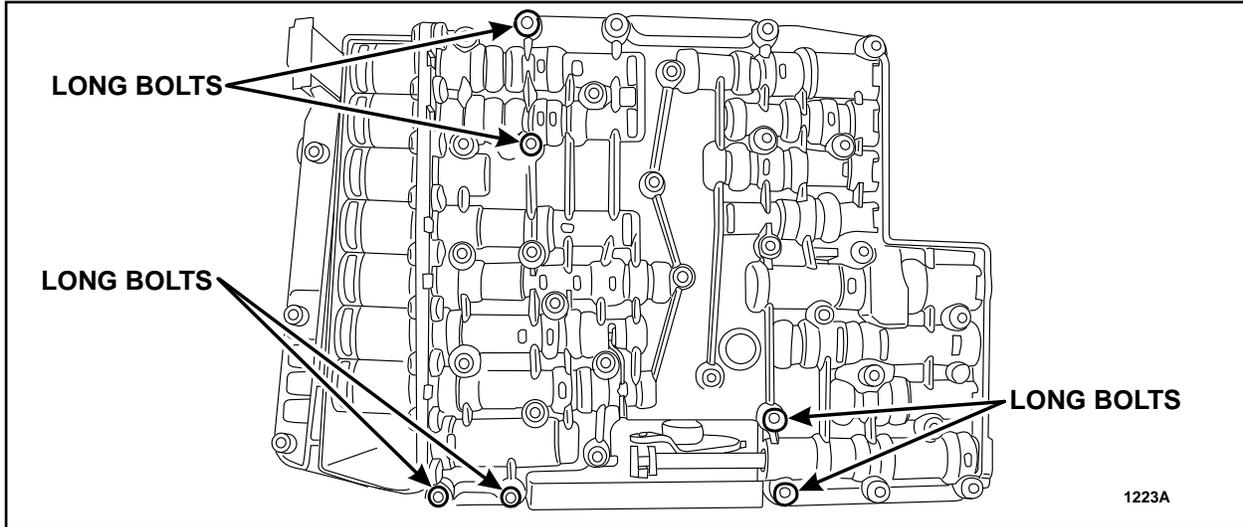


FIGURE 4

7. Tighten the long bolts to 53 lb.in (6 Nm) in the sequence shown. See Figure 5.

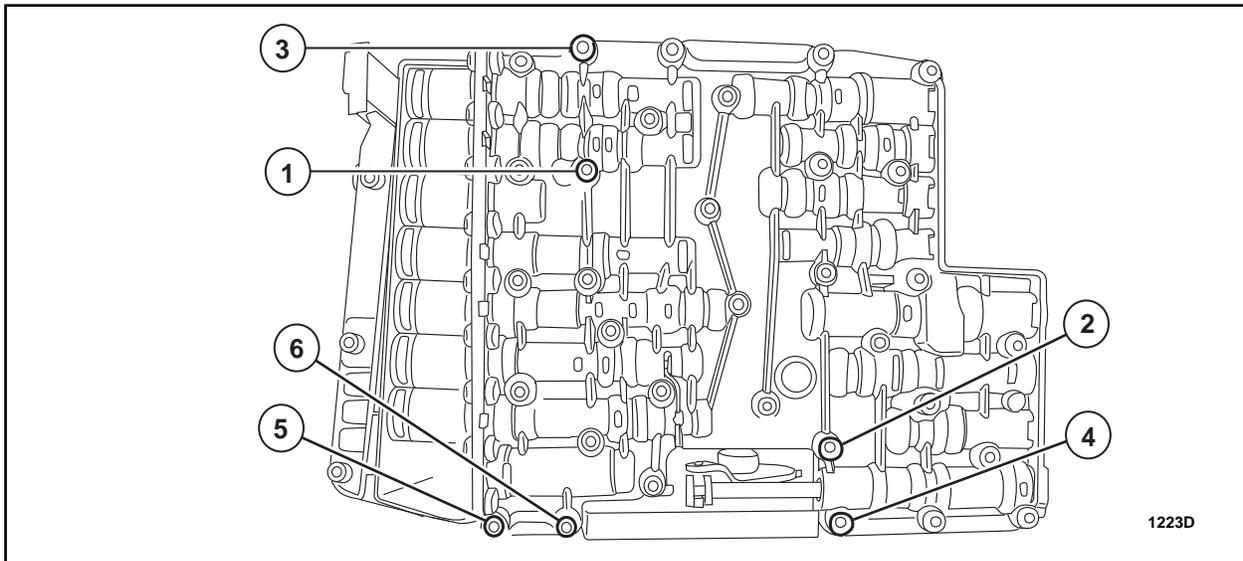


FIGURE 5

8. Install the main control assembly and reassemble the vehicle. Please follow the WSM procedure in Section 307-01, In-Vehicle Repair.

