TECHNICAL SERVICE BULLETIN
8F57 Transmission - Harsh/Bumpy Upshift, Downshift And/Or Engagement Concerns - Built On Or Before 01-Mar-2019

Model:
- Ford
  - 2019 Edge
- Lincoln
  - 2019 Nautilus

Issue: Some 2019 Edge/Nautilus vehicles equipped with a 8F57 transmission and built on or before 01-Mar-2019 may exhibit harsh/bumpy upshift, downshift and/or engagement concerns. This may be due to various powertrain control module (PCM) software parameters for upshift flares, stationary and rolling engagements, and coasting downshift bumps. To resolve the condition, reprogram the PCM.

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all the following criteria:

- 2019 Edge/Nautilus
- 8F57 transmission
- Built on or before 01-Mar-2019
- Harsh/bumpy upshift, downshift and/or engagement concerns

Warranty Status: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

<table>
<thead>
<tr>
<th>Description</th>
<th>Operation No.</th>
<th>Time</th>
</tr>
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<tbody>
<tr>
<td>2019 Edge/Nautilus: Retrieve DTCs And Reprogram The PCM (Do Not Use With Any Other Labor Operations)</td>
<td>192103A</td>
<td>0.3 Hrs.</td>
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</tbody>
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Repair/Claim Coding

- Causal Part: RECAL
- Condition Code: 04

Service Procedure

1. Does the customer complain of harsh/bumpy upshifts, downshifts, and/or engagement concerns?
   (1). Yes - proceed to Step 2.
   (2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 307-01 for normal diagnostics.

2. Reprogram the PCM using the latest software level of the appropriate Ford scan tool.
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 RELEARNING PROCESS. THIS RELEARNING PROCESS MAY RESULT IN FIRMER THAN NORMAL UPHhifts AND DOWNShifts FOR SEVERAL DAYS.