TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 19N01
Certain 2011 - 2013 Model Year F-150 and 2012-2013 Model Year Expedition/Navigator Vehicles Equipped With A 6R80 Transmission
Transmission Molded Leadframe Extended Coverage

REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S07
Certain 2011 - 2013 Model Year F-150 Vehicles Equipped With A 6R80 Transmission
6R80 Sudden Transmission Downshift - Powertrain Control Module Reprogramming

REF: Customer Satisfaction Program 19B05
Certain 2012 - 2013 Model Year Expedition/Navigator Vehicles Equipped With A 6R80 Transmission
Sudden Transmission Downshift - 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 the mileage limits, this extended warranty coverage will last through October 31, 2019.
Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

<table>
<thead>
<tr>
<th>Vehicle</th>
<th>Model Year</th>
<th>Assembly Plant</th>
<th>Build Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Kansas City</td>
<td>May 18, 2010 through November 18, 2013</td>
</tr>
<tr>
<td>Expedition/Navigator</td>
<td>2012-2013</td>
<td>Kentucky Truck</td>
<td>April 11, 2011 through August 19, 2013</td>
</tr>
</tbody>
</table>

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE
In some of the affected vehicles, an 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).

SERVICE ACTION
FSA 19S07 or 19B05, a PCM software update, should be performed and/or closed before proceeding:
- 19S07 - Certain 2011 - 2013 Model Year F-150 Vehicles Equipped With A 6R80 Transmission
- 19B05 - Certain 2012 - 2013 Model Year Expedition/Navigator Vehicles Equipped With A 6R80 Transmission
If an affected vehicle exhibits 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 PCM, dealers are to replace the molded leadframe.

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

NOTE: If an affected vehicle has other transmission-related concerns and DTCs P0720, P0722, P0731 and/or P1500 are not stored in the PCM, this program does not apply; follow standard workshop manual (WSM) diagnostics.

OWNER NOTIFICATION MAILING SCHEDULE
Owner Letters are expected to be mailed the week of May 6, 2019. Dealers should repair any affected vehicles that have that 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
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,

David J. Johnson
Customer Satisfaction Program 19N01
Certain 2011 - 2013 Model Year F-150 and 2012- 2013 Model Year Expedition, Navigator Vehicles
Equipped With A 6R80 Transmission
Transmission Molded Leadframe Extended Coverage

OASIS ACTIVATION
OASIS will be activated on April 4, 2019.

FSA VIN LISTS ACTIVATION
FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES
- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES
- Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES
Vehicles with cancelled warranties are not eligible for this service action.

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 November 30, 2019.
- 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. 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 6R80 molded leadframe replacement, with DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM, and present in an IDS session file
- If an affected vehicle has transmission-related concerns and DTCs P0720, P0722, P0731 and/or P1500 are not stored in the PCM, 19N01 does not apply and a refund will not be approved; follow standard workshop manual (WSM) diagnostics.

RENTAL VEHICLES
The use of rental vehicles is not approved for this program.
Customer Satisfaction Program 19N01
Certain 2011 - 2013 Model Year F-150 and 2012- 2013 Model Year Expedition, Navigator Vehicles
Equipped With A 6R80 Transmission
Transmission Molded Leadframe Extended Coverage

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)
Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6
  – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA’s / Related
  Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required,
  although related damage must be on a separate repair line with the Related Damage radio button
  checked.
  - 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, dealers are pre-approved to
  claim up to $50.00 in related damage.
  - For claims exceeding the pre-approved amount, submit an Approval Request to the SSSC Web
    Contact Site prior to completing the repair.
  - If an affected vehicle has transmission-related concerns and DTCs P0720, P0722, P0731
    and/or P1500 are not stored in the PCM, 19N01 does not apply; follow standard workshop
    manual (WSM) diagnostics. Dealers may be requested to upload IDS session files with existing
    DTCs and PCM part number before SSSC approval is provided for claims more than $50.00 in
    related damage.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry**: Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS)
  online.
  - When entering claims, select claim type 31: Field Service Action. The FSA number (19N01) is
    the sub code.
  - For additional claims preparation and submission information, refer to the Recall and Customer
    Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts**: Must be claimed as Related Damage on a separate
  repair line from the FSA with same claim type and sub code as described in Claim Entry above.
  - **IMPORTANT**: Click the Related Damage Indicator radio button.
- **Refunds**: Submit refunds on a separate repair line.
  - Program Code: 19N01 - Misc. Expense: ADMIN
  - 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.
- **Provision for Misc. Expense**: MERCON® LV Automatic Transmission Fluid, Transmission Filter, and
  Transmission Pan Gasket as needed.
  - Program Code: 19N01
  - Misc. Expense: OTHER
  - Amount: Actual cost up to $230.00
Coverage Customer Satisfaction Program 19N01
Certain 2011 - 2013 Model Year F-150 and 2012- 2013 Model Year Expedition, Navigator Vehicles
Equipped With A 6R80 Transmission
Transmission Molded Leadframe Extended Coverage

LABOR ALLOWANCES

<table>
<thead>
<tr>
<th>Vehicles</th>
<th>Description</th>
<th>Labor Operation</th>
<th>Labor Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>F-150</td>
<td>Check for DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM and if present replace the molded leadframe</td>
<td>19N01B</td>
<td>2.2 Hours</td>
</tr>
<tr>
<td>Expedition/Navigator</td>
<td>Check for DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM and if present replace the molded leadframe</td>
<td>19N01C</td>
<td>2.2 Hours</td>
</tr>
</tbody>
</table>

PARTS REQUIREMENTS / ORDERING INFORMATION

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Vehicle Line</th>
<th>Description</th>
<th>Order Quantity</th>
<th>Quantity Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>AL3Z-7G276-D</td>
<td>All</td>
<td>Molded Leadframe</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>XT-10-QLVC, XT-10-5Q3LV, XT-10-DLV, XT-10-6GLV</td>
<td>All</td>
<td>MERCON® LV Automatic Transmission Fluid</td>
<td>As Needed</td>
<td>Claim as Misc. Other</td>
</tr>
</tbody>
</table>

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 2011-2013 MODEL YEAR F-150 AND 2012-2013 MODEL YEAR EXPEDITION/NAVIGATOR VEHICLES EQUIPPED WITH A 6R80 TRANSMISSION — TRANSMISSION MOLDED LEADFRAME EXTENDED COVERAGE

OVERVIEW

In some of the affected vehicles, an 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 (DTC’s) P0720, P0722, P0731 and/or P1500 stored in the powertrain control module (PCM). FSA 19S07 or 19B05, a PCM software update, should be performed and/or closed before proceeding:

- 19S07 - Certain 2011 - 2013 Model Year F-150 Vehicles Equipped With A 6R80 Transmission
- 19B05 - Certain 2012 - 2013 Model Year Expedition/Navigator Vehicles Equipped With A 6R80 Transmission

If an affected vehicle exhibits an illuminated malfunction indicator light (MIL) and/or wrench light in the instrument cluster with diagnostic trouble codes (DTC’s) P0720, P0722, P0731 and/or P1500 stored in the PCM, dealers are to replace the molded leadframe. This service must be performed at no charge to the vehicle owner.

NOTE: If an affected vehicle has other transmission-related concerns and DTC’s P0720, P0722, P0731 and/or P1500 are not stored in the PCM, this program does not apply; follow standard workshop manual (WSM) diagnostics.

SERVICE PROCEDURE

Recommended Tool List:

<table>
<thead>
<tr>
<th>General Tools</th>
<th>General Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/4&quot; Drive Ratchet (Hand and Power Tool)</td>
<td>Drain Pan</td>
</tr>
<tr>
<td>1/4&quot; Drive 3 Inch Extension</td>
<td>Petroleum Jelly</td>
</tr>
<tr>
<td>1/4&quot; Drive Standard Swivel Socket 8mm</td>
<td>IDS/VCM</td>
</tr>
<tr>
<td>1/4&quot; Drive Deep Socket 8mm</td>
<td></td>
</tr>
<tr>
<td>1/4&quot; Drive 27 TORX® and TORX Plus® Sockets</td>
<td></td>
</tr>
<tr>
<td>1/4&quot; Torque Wrench</td>
<td></td>
</tr>
<tr>
<td>3/8&quot; Drive Ratchet (Hand and Power Tool)</td>
<td>Special Tools</td>
</tr>
<tr>
<td>3/8&quot; Drive 19mm Crows Foot</td>
<td>307-717 - Kostal Sleeve Remover</td>
</tr>
<tr>
<td>3/8&quot; Drive Flex Head Torque Wrench</td>
<td>307-570 - Transmission Fluid Fill Tube</td>
</tr>
<tr>
<td>19mm Wrench</td>
<td>307-D465 - Fluid Evacuator/Injector</td>
</tr>
<tr>
<td>Rubber Tipped Air Nozzle</td>
<td>416-D002 - Vacuum Pump Kit</td>
</tr>
</tbody>
</table>
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.

**NOTE:** The component being removed in step 2 will be referred to as a main control, main control valve body or a mechatronic assembly in the Workshop Manual (WSM).

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

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

   ![Figure 1](1223A)

   **FIGURE 1**
4. Carefully separate the molded leadframe from the main control assembly. See 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.
6. Install the six long bolts to the *new* molded leadframe. See Figure 4.

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

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