



David J. Johnson  
 Director  
 Service Engineering Operations  
 Ford Customer Service Division

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

June 24, 2019

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

**SUBJECT:** **Customer Satisfaction Program 19N05**  
 Certain 2011-2017 Model Year Explorer Vehicles  
 Carbon Monoxide Concern

**PROGRAM TERMS**

This is a one-time service program. This program will be in effect through July 31, 2022. There is no mileage limit for this program.

**NOTE:** This program replaces 17N03.

**VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2011-2017	Chicago	2011 Job 1 through 2017 Job Last

Affected vehicles are identified in OASIS.

**REASON FOR PROVIDING THIS SERVICE**

Ford is aware that some 2011-2017 Explorer owners have concerns about exhaust or carbon monoxide. These vehicles are safe. However, for our customers' peace of mind, Ford is offering this no charge service that reduces the potential for exhaust to enter the vehicle. Customers can take their vehicles, regardless of mileage or warranty status, to a Ford dealer to have this service performed.

**NOTE:** This program does not apply to Police Interceptor units.

**SERVICE ACTION**

At the request of the customer, dealers are to reprogram the climate control module (using IDS release 107.04 or higher), and replace the lift gate drain valves. This service must be performed at no charge to the vehicle owner.

**NOTE:** Climate control module reprogramming brings fresh air into the vehicle cabin during rapid acceleration. Some customers in extremely hot and humid climates may notice a momentary change in max air conditioning output.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of July 1, 2019. Dealers should apply this service at the request of the customer, whether or not they have received a letter.

**ATTACHMENTS**

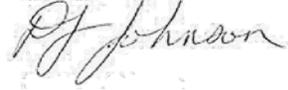
- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Attachment IV: Dealer Q & A
- Owner Notification Letters

**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,

A handwritten signature in cursive script that reads "D. Johnson". The signature is written in black ink and is positioned above the printed name.

David J. Johnson

**Customer Satisfaction Program 19N05**  
Certain 2011-2017 Model Year Explorer Vehicles  
Carbon Monoxide Concern

**OASIS ACTIVATION**

OASIS will be activated on June 24, 2019.

**FSA VIN LISTS ACTIVATION**

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

**SOLD VEHICLES**

- Owners that have concerns about exhaust or carbon monoxide will be directed to dealers for this service.
- Dealers are to prioritize servicing of customer vehicles over servicing of new and used vehicle inventory.

**STOCK VEHICLES**

- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**TITLE BRANDED / SALVAGED VEHICLES**

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

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

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

**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
- 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.

**Customer Satisfaction Program 19N05**  
Certain 2011-2017 Model Year Explorer Vehicles  
Carbon Monoxide Concern

**CLAIMS PREPARATION AND SUBMISSION**

- This is a one-time service 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 19N05.
- **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 19N05 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.
- **Provision for Locally Obtained Supplies:** Includes isopropyl alcohol and TA-19-C Instant Gel Adhesive or equivalent.
  - Program Code: 19N05
  - Misc Expense: OTHER
  - Amount: Actual cost up to \$5.00
- **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.
- **Program Terms:** This program will be in effect through July 31, 2022. There is no mileage limit for this program.

**Customer Satisfaction Program 19N05**  
 Certain 2011-2017 Model Year Explorer Vehicles  
 Carbon Monoxide Concern

**LABOR ALLOWANCES – All Vehicles**

Description	Labor Operation	Labor Time
<ul style="list-style-type: none"> <li>Liftgate Drain Valve Replacement</li> <li>Climate Control Module Reprogramming (<b>using IDS release 107.04 or higher</b>)</li> </ul>	19N05B	0.4 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
4M8Z-78280B62-A	Liftgate Drain Valve	2 (2011-2015) 3 (2016-2017)	2 (2011-2015) 3 (2016-2017)
TA-19-C	Motorcraft Instant Gel Adhesive (or equivalent, including but not limited to Loctite 414 or 495)	As Required	MISC. OTHER

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

**NEW !** 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). The PCM software updates in FSA 19S07, 19S19 or 19B05 should be performed and/or closed before proceeding:

- 19S07 - Certain 2011 - 2013 Model Year F-150 Vehicles Equipped With A 6R80 Transmission
- *19S19 - Certain 2013 Model Year F-150 Vehicles Equipped With 5.0L And 6.2L Engines, And 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.

### SERVICE PROCEDURE

#### Special Tool List:

Special Tools	
307-717 - Kostal Sleeve Remover	
307-570 - Transmission Fluid Fill Tube	
307-D465 - Fluid Evacuator/Injector	
416-D002 - Vacuum Pump Kit	



1. Is the MIL and/or Wrench Light illuminated in the instrument cluster with DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM?

YES – Replace the molded leadframe. Proceed to Step 2.

NO – This program does not apply.

**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.

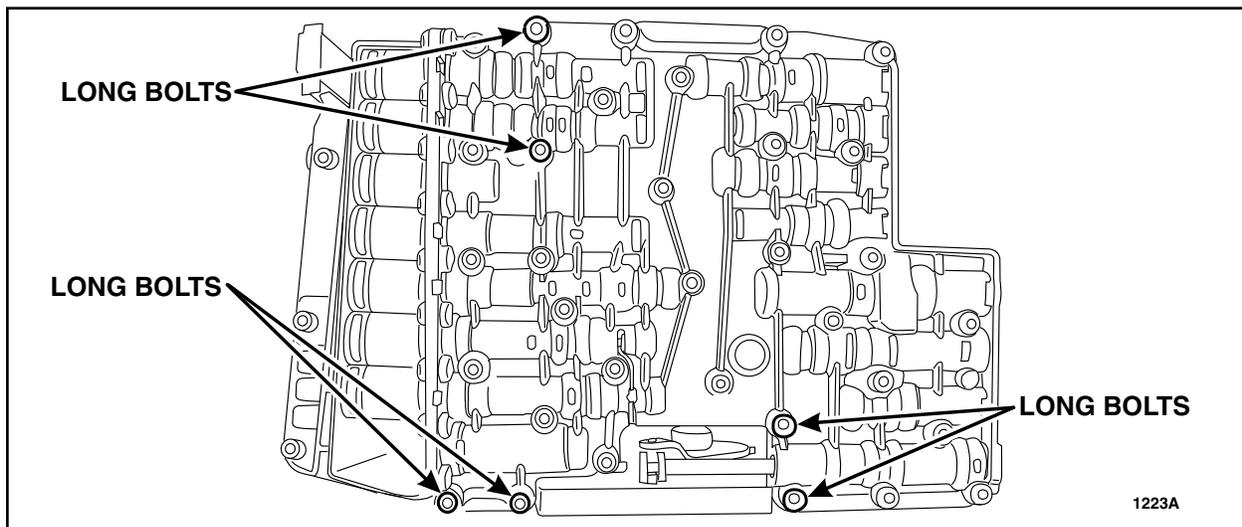


FIGURE 1



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

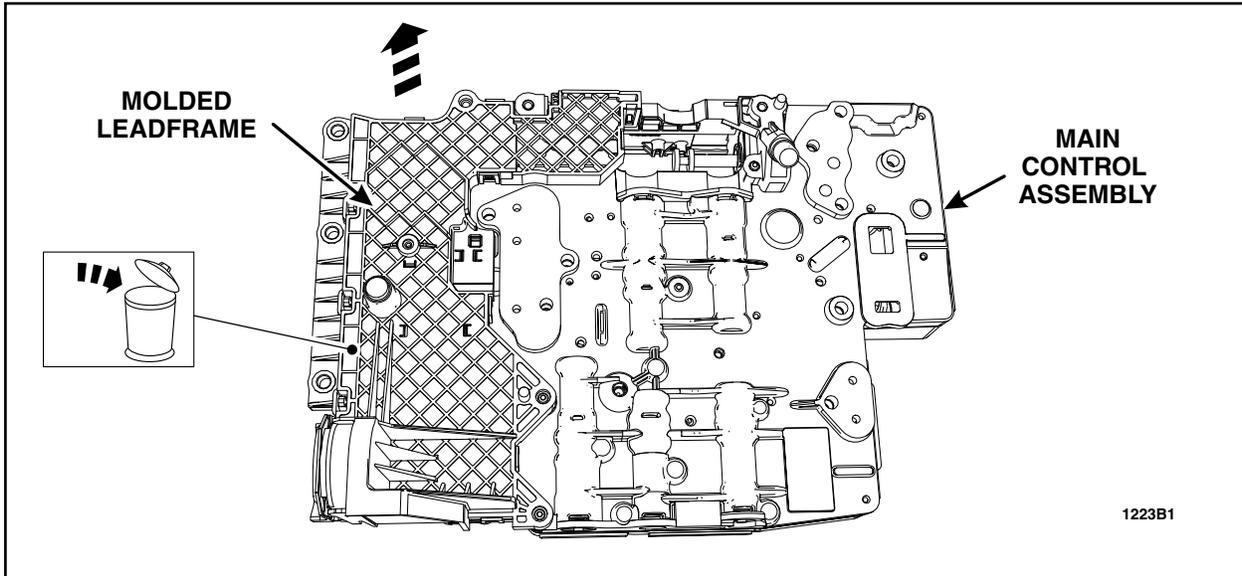


FIGURE 2

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.

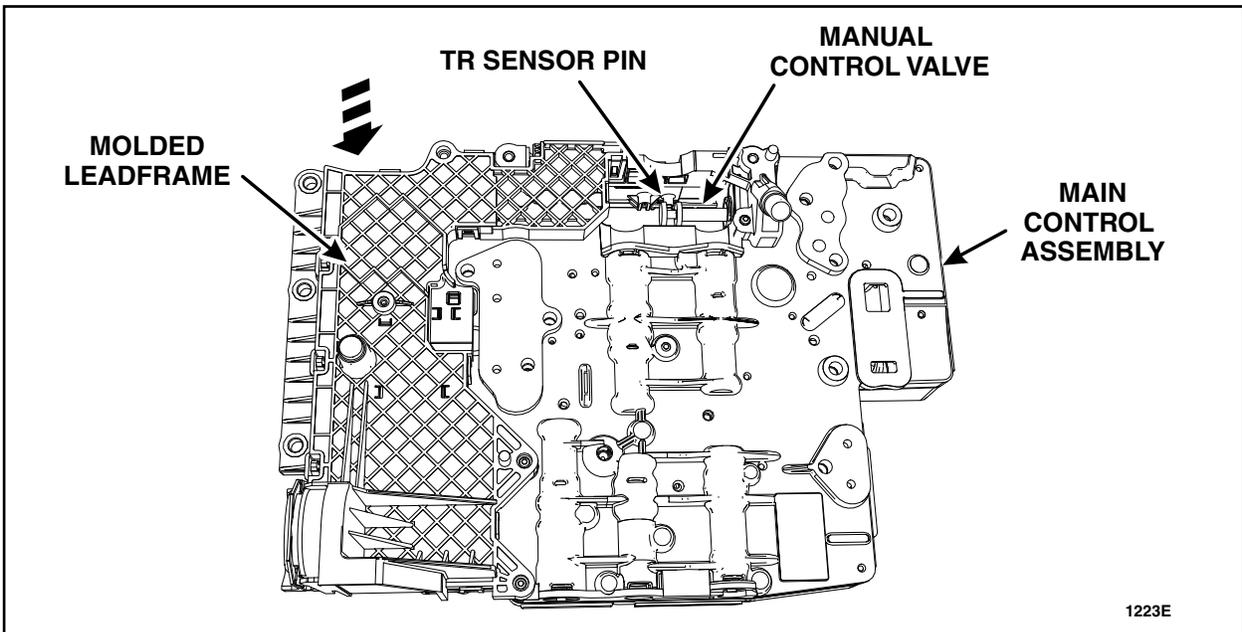
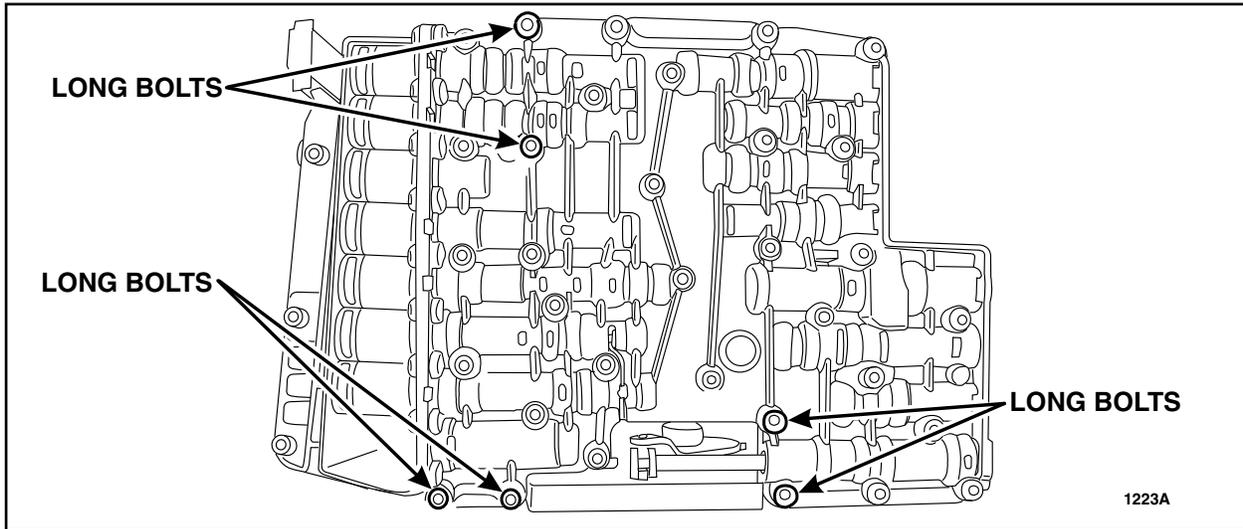


FIGURE 3

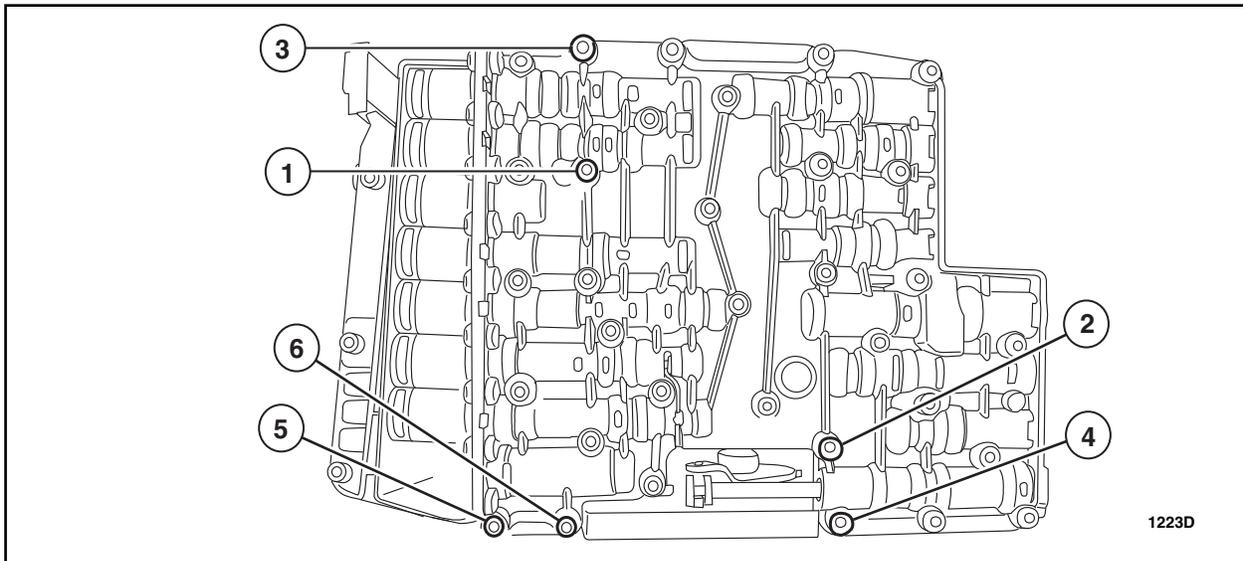


6. Install the six long bolts to the *new* molded leadframe. See Figure 4.



**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 procedures in Section 307-01, In-Vehicle Repair.





David J. Johnson  
 Director  
 Service Engineering Operations  
 Ford Customer Service Division

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

June 25, 2019

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

**SUBJECT:** **Customer Satisfaction Program 19N01 - Supplement #1**

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 - Supplement #2**

Certain 2011 - 2013 Model Year F-150 Vehicles Equipped With A 6R80 Transmission  
 6R80 Sudden Transmission Downshift - Powertrain Control Module Reprogramming

**REF :** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S19**

Certain 2013 Model Year F-150 Vehicles Equipped With 5.0L And 6.2L Engines,  
 And A 6R80 Transmission  
 6R80 Sudden Transmission Downshift – Powertrain Control Module Programming

**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

**New! REASON FOR THIS SUPPLEMENT**

- The service action and technical instructions have been updated to clarify DTCs P0720, P0722, P0731 and/or P1500 must be stored in the PCM to replace the molded leadframe.*

**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**

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2011-2013	Dearborn	April 28, 2010 through October 28, 2013
		Kansas City	May 18, 2010 through November 18, 2013
Expedition/Navigator	2012-2013	Kentucky Truck	April 11, 2011 through August 19, 2013

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**

The PCM software updates in FSA 19S07, 19S19 or 19B05 should be performed and/or closed before proceeding:

- 19S07 - Certain 2011 - 2013 Model Year F-150 Vehicles Equipped With A 6R80 Transmission
- *19S19 - Certain 2013 Model Year F-150 Vehicles Equipped With 5.0L And 6.2L Engines, And 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 were 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 - Supplement #1**  
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 *and/or similar (such as a computer scan from Auto Zone, etc.). Refunds without the proper documentation should not be approved.*
- 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 - Supplement #1**

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
- 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.
- 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 - Supplement #1**  
 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**

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

**PARTS REQUIREMENTS / ORDERING INFORMATION**

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

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

**NEW !** 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). The PCM software updates in FSA 19S07, 19S19 or 19B05 should be performed and/or closed before proceeding:

- 19S07 - Certain 2011 - 2013 Model Year F-150 Vehicles Equipped With A 6R80 Transmission
- *19S19 - Certain 2013 Model Year F-150 Vehicles Equipped With 5.0L And 6.2L Engines, And 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.

### SERVICE PROCEDURE

#### Special Tool List:

Special Tools	
307-717 - Kostal Sleeve Remover	
307-570 - Transmission Fluid Fill Tube	
307-D465 - Fluid Evacuator/Injector	
416-D002 - Vacuum Pump Kit	



1. Is the MIL and/or Wrench Light illuminated in the instrument cluster with DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM?

YES – Replace the molded leadframe. Proceed to Step 2.

NO – This program does not apply.

**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.

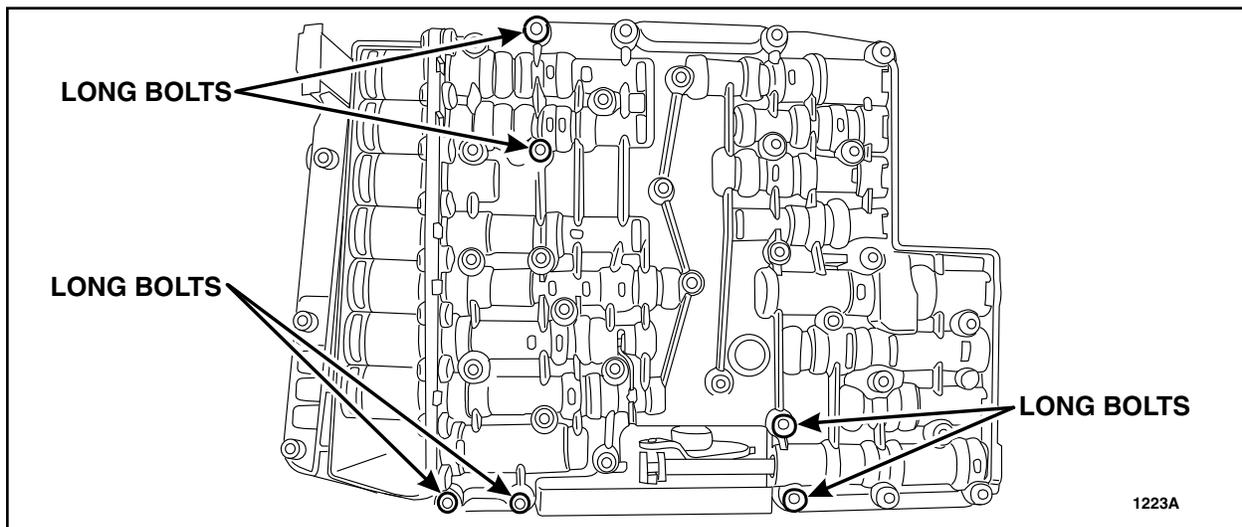


FIGURE 1



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

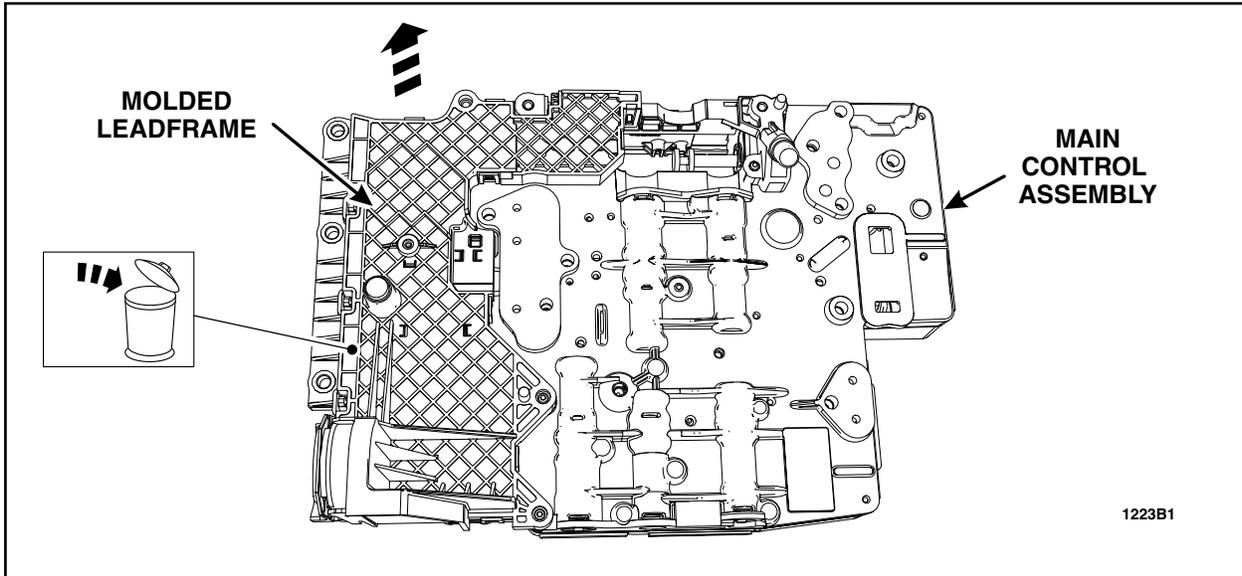


FIGURE 2

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.

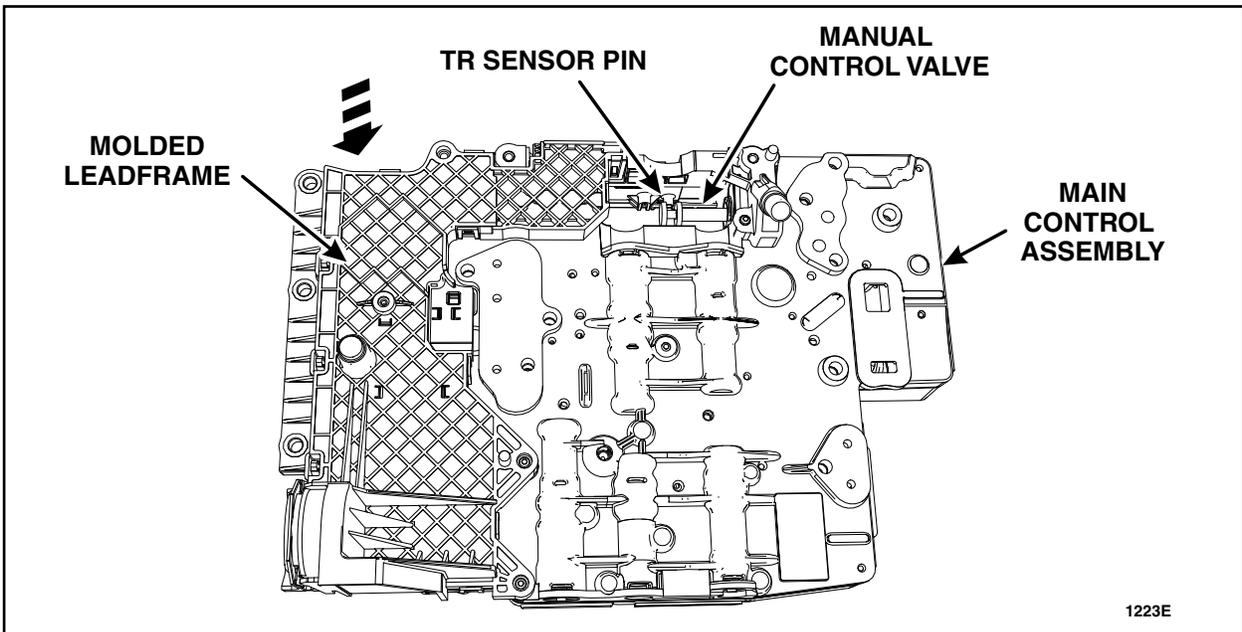
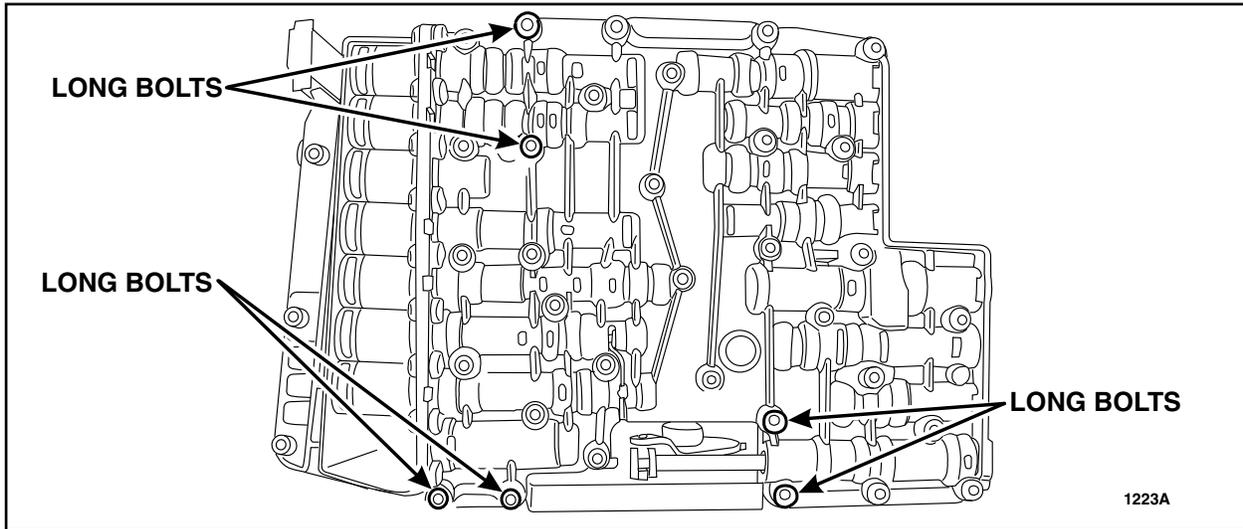


FIGURE 3

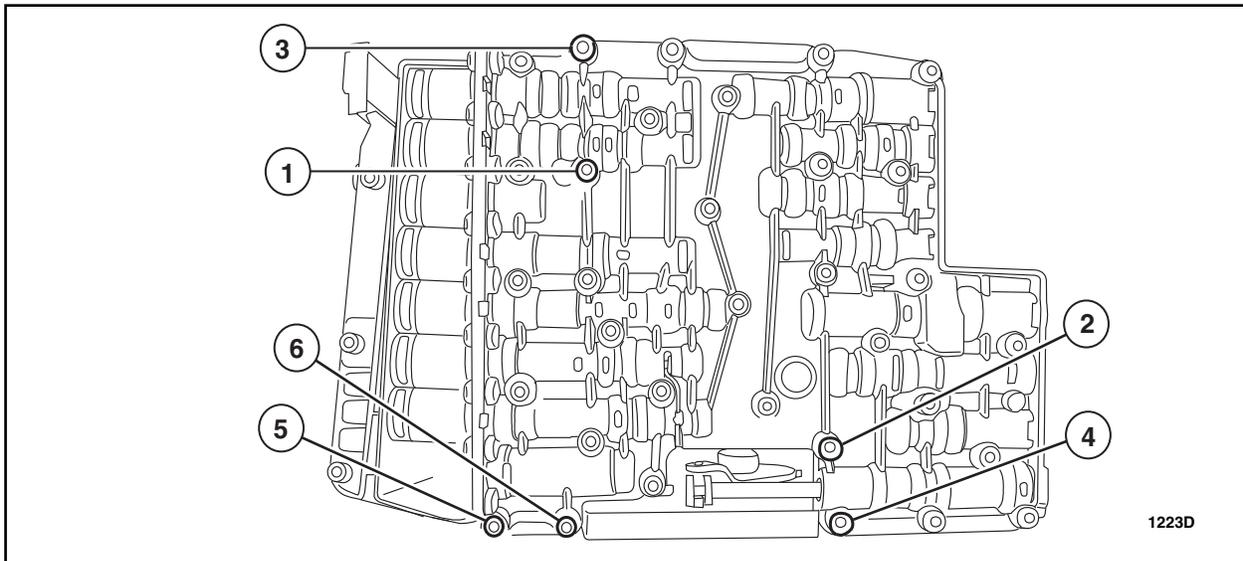


6. Install the six long bolts to the *new* molded leadframe. See Figure 4.



**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 procedures in Section 307-01, In-Vehicle Repair.

