



TECHNICAL SERVICE BULLETIN

8F57 Transmission - Harsh Upshift/Downshift, Harsh Engagements, And/Or 4th To 5th Gear Upshift Flare With No DTCs Present

19-2313
16 October
2019

This bulletin supersedes 19-2288. Reason for update: Incorrect or Incomplete Symptom

Model:

Ford 2019 Edge
Lincoln 2019 MKX/Nautilus

Summary

This article supersedes TSB 19-2288 to update the Title, Issue Statement, Action Statement, and Service Procedure.

Issue: Some 2019 Edge/Nautilus vehicles equipped with an 8F57 transmission may exhibit a harsh upshift and downshift, harsh engagements when shifting from PARK to REVERSE, PARK to DRIVE and/or REVERSE to DRIVE with no DTCs present. These harsh engagements may result in an engagement clunk from the driveline. The vehicle may also exhibit a 4th to 5th gear upshift flare. This may be due to various powertrain control module (PCM) software parameters for harsh engagements when shifting from various shifter selector positions. To correct the condition, follow the Service Procedure to reprogram the PCM.

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

- 2019 Edge/Nautilus
- 8F57 transmission
- Customer complaint of one or more of the following symptoms with no DTCs present:
 - Harsh upshift or downshift
 - Harsh engagements when shifting from PARK to REVERSE, PARK to DRIVE and/or REVERSE to DRIVE
 - Upshift flare on 4th-5th gear

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

Description	Operation No.	Time
2019 Edge/Nautilus 8F57 Transmission: Retrieve DTCs And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	192313A	0.3 Hrs.

Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

Service Procedure

1. 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 upshifts and downshifts for several days.

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