Model:

<table>
<thead>
<tr>
<th>Model</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Ford</td>
<td>2019 Edge</td>
</tr>
<tr>
<td>Lincoln</td>
<td>2019 Nautilus</td>
</tr>
</tbody>
</table>

**Issue:** Some 2019 Edge/Nautilus vehicles equipped with an 8F35 transmission and built on or before 10-Sep-2019 may exhibit a harsh upshift and downshift, harsh engagements when shifting from PARK to REVERSE, PARK to DRIVE and/or REVERSE to DRIVE. These harsh engagements may result in an engagement clunk from the driveline. 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
- Built on or before 10-Sep-2019
- 8F35 transmission
- Customer complaint of one or more of the following symptoms:
  - Harsh upshift or downshift
  - Harsh engagements when shifting from PARK to REVERSE, PARK to DRIVE and/or REVERSE to DRIVE

**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>
</thead>
<tbody>
<tr>
<td>2019 Edge/Nautilus 8F35 Transmission: Reprogram The PCM And Perform The Adaptive Learning Drive Cycle (Do Not Use With Any Other Labor Operations)</td>
<td>192331A</td>
<td>0.9 Hrs.</td>
</tr>
</tbody>
</table>

**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.

2. Perform the Adaptive Learning Drive Cycle. Refer to Workshop Manual (WSM), Section 307-01A.