



TECHNICAL SERVICE BULLETIN

6.7L - 10R140 Transmission – Harsh Upshifts - Built On Or Before 15-Jan-2020

20-204312 February
2020**Model:**

Ford 2020 F-Super Duty

Issue: Some 2020 F-Super Duty vehicles equipped with a 6.7L engine and 10R140 transmission and built on or before 15-Jan-2020 may exhibit harsh upshifts between 1st and 5th gears. This may be due to various strategies within the transmission control module (TCM) software. To correct the condition, follow the Service Procedure to reprogram the TCM.

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

- 2020 F-Super Duty
- Built on or before 15-Jan-2020
- 6.7L diesel engine
- 10R140 transmission
- Customer complaint of harsh upshifts between 1st and 5th gears

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2020 F-Super Duty 6.7L: Reprogram The TCM (Do Not Use With Any Other Labor Operations)	202043A	0.6 Hrs.

Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

Service Instruction

1. Reprogram the TCM using the latest software level of the appropriate Ford diagnostic 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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