



TECHNICAL SERVICE BULLETIN

6R80 Transmission - Intermittent No Engagement/Neutral State During Manual Shift to Reverse Events With No DTCs

20-2060
06 March 2020

Model:

Ford 2015-2017 F-150

Issue: Some 2015-2017 F-150 vehicles equipped with a 6R80 transmission may experience an intermittent loss of reverse engagement, loss of the ability to shift into reverse or a neutral state when shifting from MANUAL 1 or MANUAL 2 to REVERSE at low speeds while the vehicle is rolling and no diagnostic trouble codes (DTCs) have set. This may be due to various strategies within the PCM software. To correct the condition, follow the Service Procedure to reprogram the powertrain control module (PCM).

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

- 2015-2017 F-150
- 6R80 transmission
- No DTCs
- Customer complaint of an intermittent loss of reverse engagement or neutral state when shifting from MANUAL 1 or MANUAL 2 to REVERSE at low speeds while the vehicle is rolling

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
2015-2017 F-150 6R80 Transmission: Reprogram The PCM And Perform The Adaptive Learning Drive Cycle (Do Not Use With Any Other Labor Operations)	202060A	0.9 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 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 307-01.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.