



Field Service Action 14M02

Reissue 5: November 03, 2023 (Destroy previous copy).

Reason of Reissue: Please refer to below *Reason for this Supplement*.

Changes are highlighted in *Yellow Italic* font.

To: All Ford Dealerships

May 07, 2015

Attention: Ford Dealer Principal
Ford Dealer Service, Parts, Sales & Pre-Delivery Managers
Ford Dealer Stock Controllers & Campaign Coordinators

EXTENDED WARRANTY SERVICE PROGRAM

SUBJECT: 14M02 / *Supplement 5* – Component Extended Warranty
Focus / Fiesta / EcoSport – DPS6 Powershift Transmission Control Module

Special Attention: The Dealer Field Service Action Co-ordinator has overall responsibility for implementing this action within your Dealership and Branches.

Reason for this Supplement

- *Due to ongoing limited part availability, program terms have been revised.*
- *Labour allowance table has been updated.*

Introduction

With increasing time and mileage, certain 2010 to 2017 Model Year Focus, Fiesta and EcoSport vehicles equipped with a PowerShift DPS6 Automatic Transmission may exhibit any of the following concerns:

- Loss of transmission engagement while driving
- No-start
- Loss of power
- Message Centre displays 'Hill Start Assist is Not Available' or 'Parking Aid Malfunction/Service is Required'
- Transmission PRNDL/S gear selector on the instrument cluster flashing

These symptoms are usually accompanied by a "Check Engine" light illuminated on the instrument cluster. These concerns may be caused by electrical circuit failures within the transmission control module.

If an affected vehicle exhibits any of the above symptoms AND a TCM related DTC is present, and the vehicle is beyond the Ford Express New Vehicle Warranty coverage, dealers are authorised to replace the Transmission Control Module and to claim under this program 14M02. This service must be performed at no charge to the vehicle owner.

Xtime FSA/ Recall Integration

As this is an extended warranty, it is a field service action that is only actioned if the vehicle actually experiences the concern or is found to be an issue during a schedule service. Therefore, customers will not be using Xtime to book in for this repair, and the repair is not automatically required on every vehicle.



Field Service Action 14M02

Program Terminology

In 2014 Ford extended the warranty coverage on the DPS6 automatic transmission TCM to 10 years of service or 240,000 Kilometres from the warranty start date of the vehicle, whichever occurs first. This was known as Extended Warranty 14M02. This extended warranty coverage will address intermittent symptoms of loss of transmission engagement while driving, no-start, or a lack of power. Coverage is automatically transferred to subsequent owners.

For vehicles where Extended Warranty 14M02 has expired or where it expires at any time prior to 30 June 2025 and the TCM in the vehicle requires replacement, Ford is offering a one-time replacement of the TCM through 30th June 2025.

NOTE: this program DOES NOT require Dealers to proactively replace the TCM. Dealers must only replace the TCM where it requires replacement.

NOTE: This program DOES NOT apply to vehicles that qualify for repairs under New Vehicle Warranty.

NOTE: As FSA 14M02 is a Customer Satisfaction Program Type 'M', multiple repairs are allowed under this FSA. Consequently, when a repair is claimed under this program, the program will remain flagged against the VIN in SERVIS2 and will only be removed when the program expires.

Vehicles Affected

Vehicles fitted with the DPS6 Transmission as listed below :

- Certain Focus vehicles built from April 12, 2011 through December 17, 2014
- Certain Focus vehicles built from January 6, 2015 through June 9, 2015
- Certain Fiesta vehicles built from July 8, 2010 through December 19, 2014
- Certain Fiesta vehicles built from January 5, 2015 through June 30, 2015
- Certain Fiesta vehicles built from July 1, 2015 through January 20, 2016
- Certain EcoSport vehicles built from July 17, 2013 through December 16, 2014
- Certain EcoSport vehicles built from January 9, 2015 through June 30, 2015
- Certain EcoSport vehicles built from July 1, 2015 through September 20, 2016

NOTE: All Dealers can obtain a copy of the Campaign via the FMC Dealer or PTS websites.

NOTE: Dealers can obtain a list of eligible vehicles from the PTS Website www.proservicetech.com by selecting Quick Links and then FSA VINs.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the **release of this Bulletin 14M02 Reissue 5**. This refund offer expires **30th April 2024**.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the **release of this Bulletin 14M02 Reissue 5**. There is no expiration date for emergency repair refunds. 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 transmission control module replacement due to loss of transmission engagement, no-start, or a lack of power.

Parts Requirement

<u>Part Number</u>	<u>Description</u>	<u>Quantity</u>
AE8Z-7Z369-F	Transmission Control Module including seals	1



Field Service Action 14M02

Claim Instructions

Claim Type 42,

Causal Part No. 14M02,

Condition Code 79.

<u>Pre-Defined Repair Allowance</u>	<u>PDR No.</u>	<u>Time</u>
Diagnose and Replace Transmission Control Module, as per TSB 16-2060. (Fiesta/EcoSport)	FSA14M023	1.1 Hrs
Diagnose and Replace Transmission Control Module, as per TSB 16-2060. (Focus vehicles only)	FSA14M024	1.0 Hr
All vehicles – retrieve DTCs only; TCM replacement not required	FSA14M025	0.3 Hr
<i>Diagnose and Replace Transmission Control Module (Fiesta/EcoSport) Vehicles that have already exceeded either the time or mileage limits</i>	<i>FSA14M026</i>	<i>1.1Hr</i>
<i>Diagnose and Replace Transmission Control Module (Focus vehicles ONLY) Vehicles that have already exceeded either the time or mileage limits</i>	<i>FSA14M027</i>	<i>1.0 Hr</i>
<i>All vehicles – retrieve DTCs only; TCM replacement not required Vehicles that have already exceeded either the time or mileage limits</i>	<i>FSA14M028</i>	<i>0.3Hr</i>

- Up to 2.0 hours can be claimed for additional diagnosis of Powertrain DTCs P0805, P087A, P090B, P090C, P0901, P0902, P2831, P2832, P2835, P2836, P2837, P285C, P285D, P285E, P2861 or P2862, only where the TCM is the causal part. These claims will be subject to manual review.
- Related Damage must be claimed as part of this Field Service Action repair.
- Using SERVIS2 select the FSA PDR then add any parts and labour pertaining to the related damage repair.
- Submit the claim to “ON-HOLD” status and then select to proceed to “Manual Review”.

Displaced Parts

All displaced parts (if any) must be handled in accordance with the Warranty and Policy Manual (Section G, Attachment G).

Completion Date

It is estimated that this campaign will be completed by **November 30, 2024**. If, however, the campaign remains outstanding after this date, affected vehicles identified on the Vehicle Inquiry Screen in SERVIS2 must continue to be completed and claimed.

TIM NETHERCOTE
FCSD Service Engineering Manager
(* +61 3 8301 2903)

Enquiries to Anna Wu (Email: awu6@ford.com)



14M02/ **Supplement 5** – Component Extended Warranty Focus / Fiesta / EcoSport – DPS6 Powershift Transmission Control Module

RECOMMENDED REWORK PROCEDURES

Thoroughly read and understand rework instructions prior to rework.

OVERVIEW

Where a customer presents their vehicle exhibiting intermittent concerns of any of the following:

- Loss of transmission engagement while driving.
- No-start.
- Loss of power.
- Message Centre displays 'Hill Start Assist is Not Available' or 'Parking Aid Malfunction/Service is Required'.
- Transmission PRNDL/S gear selector on the instrument cluster flashing.

These symptoms are usually accompanied by a "Check Engine" light illuminated on the instrument cluster. These concerns may be caused by electrical circuit failures within the TCM. If the transmission is not serviced, these symptoms may become more frequent and of longer duration.

SERVICE PROCEDURE

1. Perform diagnosis and repairs consistent with Technical Service Bulletin (TSB) 16-2060.

[END]