



Reissue: May 2, 2017
(Destroy previous copy). Changes include: Additional vehicles & an additional PDR, highlighted in **Yellow** *Italic* font.

FCSD Field Service Action 14M02/S3

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

May 7, 2015

CUSTOMER SATISFACTION PROGRAM

Subject: 14M02/ **Supplement 3 – 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.

Introduction

With increasing time and mileage, certain 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 (as per **Technical Service Bulletin 16-2060**) and to claim under this program, 14M02.

Ford will **NOT** be writing to customers regarding Component Extended Warranty Program 14M02 at this time.

Consistent with the agreed process, a sample copy of the customer letter will be provided to Dealers prior to mailout commencement.

Program Terms

This Program extends the Ford Express New Vehicle Warranty coverage of the PowerShift Automatic Transmission (DPS6 Transmission) Transmission Control Module to 240,000kms or 10 years from the vehicle's warranty start date, whichever occurs first.

If a vehicle has already exceeded the kilometre limit of the extended warranty, this coverage will last through to June 30, 2017. Coverage is automatically transferred to subsequent owners.

Claim Procedure

- **Only vehicles that are beyond the time and/or kilometre limits of the Ford Express New Vehicle Warranty** coverage should be claimed under FSA 14M02 for repairs to the component detailed in the Program Terms above.
- This Extended Warranty Program **DOES NOT** apply to vehicles **while they continue to be covered for repairs under the Ford Express New Vehicle Warranty**. Repairs for vehicles covered by the Ford Express New Vehicle Warranty should be claimed under **TSB 16-2060**.
- Any vehicle covered by this Program that is beyond the coverage of the Ford Express New Vehicle Warranty, and is covered by any **Extended Service Plan (ESP)** contract, or **any other type of extended warranty**, is eligible to have the repairs covered by this Program and should be **claimed under this FSA 14M02**.

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***

All Dealers can obtain a copy of the Customer Satisfaction Program 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**.

Service Procedure

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,

usually accompanied by a “Check Engine” light illuminated on the instrument cluster, Dealers are to refer to the Service Procedure contained in **Technical Service Bulletin 16-2060** to perform diagnosis and repairs. This service must be performed at no charge to the vehicle owner.

Parts Requirement

Refer to **TSB 16-2060** for parts requirements.

Claim Instructions

NOTE: Some vehicles covered by 14M02 may also be eligible for coverage by 14M01 and /or 15B22. Always consult OASIS/PTS/Servis2 to determine repairs and coverages that apply.

NOTE: As of October 27, 2015 (with the release of 15B22), if a vehicle is being serviced using 14M02, the TCM/PCM reprogramming and clutch adaptive learn strategy updates identified in 15B22 are completed during 14M02. As such **15B22 will NOT need to be claimed**. A claim to 14M02 will automatically close 15B22 after a short period.

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. <i>(Fiesta/EcoSport)</i>	FSA14M02 3	1.1 Hrs
Diagnose and Replace Transmission Control Module, as per TSB 16-2060. <i>(Focus vehicles only)</i>	FSA14M02 4	1.0 Hr

Displaced Parts

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

NB: To prevent any further use, displaced parts must be destroyed at the end of the retention period.

Completion Date

It is estimated that this program will be completed by December 30, 2025. If, however, the program remains outstanding after this date, affected vehicles identified on the Vehicle Inquiry Screen in SERVIS2 must continue to be completed and claimed.

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**14M02/S3 - Component Extended Warranty – Focus / Fiesta / EcoSport
– DPS6 Powershift Transmission Control Module**

RECOMMENDED REWORK PROCEDURES

Thoroughly read and understand rework instructions prior to rework.

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

[END]