



TECHNICAL SERVICE BULLETIN

Vehicles Equipped With A 2.0L (Panther) Engine And 10R80 Transmission - Loss Of Motive Power With DTC P0868

20-2193

 20 August
2020

This bulletin supersedes 19-2350. Reason for update: New Part/Procedure For Same Condition

Model:

Ford 2018-2019 Everest	Engine: 2.0L PANTHER Transmission/Transaxle: (10-Speed Automatic Transmission – 10R80)
2018-2019 Ranger	Engine: 2.0L PANTHER Transmission/Transaxle: (10-Speed Automatic Transmission – 10R80)

Issue: Some 2018-2019 Ranger and Everest vehicles equipped with a 2.0L (Panther) engine and 10R80 transmission may experience loss of motive power while in any gear (forward or reverse) accompanied with Diagnostic Trouble Code (DTC) P0868. Other DTCs may also be present.

Action: Should a vehicle present with the above condition(s), technicians are advised to refer to the Service Procedure below.

Parts

Part Number	Description	Quantity
JB3Z-6652-B	IDLER GEAR	1
HL3Z-7025-A	BEARING, IDLER GEAR	1
JB3Z-7177-A	DRIVE GEAR (TORQUE CONVERTER)	1
HL3Z-7A248-A	SEAL, CONVERTER HUB	1
JB3Z-7J048-A	DRIVEN GEAR (PUMP)	1
W718158-S300	RETAINING RING, PUMP DRIVEN GEAR	1
HL3Z-7G090-A	SEAL STATOR SUPPORT (F1)	1
L1MZ-7A098-A	FILTER ASSEMBLY	1
7T4Z-7Z302-A	SEAL, FILTER	1
HL3Z-7G199-A	SEAL, AUX PUMP (AUTO STOP-START VEHICLES)	1
XT-12 QULV	TRANSMISSION FLUID WSS-M2C949-A MERCON® ULV	10
EB3G 10R80 K1TA	EVEREST 4X4 10R80 KIT	1
EB3G 10R80 K1TB	EVEREST 4X2 10R80 KIT	1
JB3G 10R80 K1TA	RANGER 4X4 10R80 KIT	1
JB3G 10R80 K1TB	RANGER 4X2 10R80 KIT	1
JB3G 10R80 K1TC	RAPTOR 10R80 KIT	1

Labor Times

Description	Operation No.	Time
Front Pump Gear Replacement - 10R80 Transmission 4x4/AWD Includes PCM Reprogram	202193A	9.0 Hrs.
Front Pump Gear Replacement - 10R80 Transmission RWD Includes PCM Reprogram	202193B	8.4 Hrs.

Repair/Claim Coding

Causal Part:	7177
Condition Code:	01

PDR Table

PDR Code	Description	Time
TSB202193A	Front Pump Gear Replacement - Everest, 4x4, RHD, EU V, Auto Start Stop, Bi -Turbo (Includes TCM and PCM Reprogram)	9.0 Hrs
TSB202193B	Front Pump Gear Replacement - Everest, 4x2, RHD, EU V, Auto Start Stop, Bi -Turbo (Includes TCM and PCM Reprogram)	8.4 Hrs
TSB202193C	Front Pump Gear Replacement - Ranger, 4x4, RHD, EU V, Auto Start Stop, Bi -Turbo (Includes TCM and PCM Reprogram)	9.0 Hrs
TSB202193D	Front Pump Gear Replacement - Ranger, 4x2, RHD, EU V, Auto Start Stop, Bi -Turbo (Includes TCM and PCM Reprogram)	8.4 Hrs
TSB202193E	Front Pump Gear Replacement - Raptor, 4x4, RHD, EU V, Auto Start Stop, Bi -Turbo (Includes TCM and PCM Reprogram)	9.0 Hrs

Service Procedure**1. Does the vehicle have motive force in DRIVE or REVERSE?**

- (1). Yes - this TSB does not apply, Refer to the Workshop Manual (WSM) for normal diagnostics.
- (2). No - proceed to Step 2.

2. Connect the Ford Diagnostic and Repair System (FDRS) to the vehicle and check for continuous memory DTCs.**3. Has DTC P0868 been logged?**

- (1). Yes - proceed to Step 4.
- (2). No - this TSB does not apply, refer to the WSM for further diagnostics.

4. Remove the transmission fluid pan. For additional information, refer to WSM Section 307-01B Automatic Transmission - 10-Speed Automatic Transmission - 10R80, Removal and Installation, Transmission Fluid Pan, Gasket and Filter.

NOTE: Capture any escaping fluid for assessment of fluid contamination.

NOTE: Do NOT proceed past removal of the transmission fluid pan.

5. Inspect the transmission fluid for contamination. Inspect the front pump for missing or broken gear teeth, also inspect the fluid pan for metal fragments. Are there any missing or broken gear teeth or metal fragments greater than 3mm found in the fluid pan?

- (1). Yes - Proceed to Step 6.
- (2). No - This TSB does not apply. Re-install the transmission fluid pan. For additional information, refer to WSM Section 307-01B Automatic Transmission - 10-Speed Automatic Transmission - 10R80, Removal and Installation, Transmission Fluid Pan, Gasket and Filter. Refer to the WSM for further diagnostics.

6. With the transmission fluid drained, re-install the transmission fluid pan. Reverse the removal procedure.

NOTE: It is not necessary to torque the transmission fluid pan bolts at this time, the transmission fluid pan is being temporarily re-installed to enable the use of the transmission jack later in the transmission removal procedure.

7. Replace the transmission fluid pump driven gear, drive gear and idler gear. For additional information, refer to WSM section 307-01B Automatic Transmission – 10-Speed Automatic Transmission – 10R80, Removal and Installation, Transmission Fluid Pump Idler Gear.

NOTE: During transmission removal, do NOT disconnect the coolant hoses from the transmission fluid cooler.

NOTE: During transmission removal, using a suitable container to catch escaping fluid, the transmission fluid cooler can be removed from the transmission and positioned aside, prior to transmission removal.

8. Reprogram the Transmission Control Module (TCM) and the Powertrain Control Module (PCM) to the latest service calibration using FDRS release 21.5.6 or higher.**9. Carry out an Adaptive Learning Drive Cycle. For additional information, refer to WSM section 307-01B Automatic Transmission – 10-Speed Automatic Transmission – 10R80, General Procedures, Adaptive Learning Drive Cycle.**

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