



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

November 12, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 19N01 - Supplement #3**

Certain 2011 - 2013 Model Year F-150 and 2012- 2013 Model Year Expedition/Navigator Vehicles Equipped with A 6R80 Transmission
Transmission Molded Leadframe Extended Coverage

REF : **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S07 - Supplement #2**

Certain 2011 - 2013 Model Year F-150 Vehicles Equipped with A 6R80 Transmission
6R80 Sudden Transmission Downshift - Powertrain Control Module Reprogramming

REF : **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 19S19**

Certain 2013 Model Year F-150 Vehicles Equipped With 5.0L And 6.2L Engines,
And A 6R80 Transmission
6R80 Sudden Transmission Downshift – Powertrain Control Module Programming

REF : **Customer Satisfaction Program 19B05**

Certain 2012 - 2013 Model Year Expedition/Navigator Vehicles Equipped With A 6R80 Transmission
Sudden Transmission Downshift - Powertrain Control Module Reprogramming

New! REASON FOR THIS SUPPLEMENT

PARTS REQUIREMENTS/ORDERING INFORMATION:

- In addition to an IDS session log file, a photo of vehicle's mileage is required. Vehicles with mileage greater than 150,000 miles are not covered under the terms of this program.*
- Related damage - for vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing a repair.*
- Refund offers expired November 30, 2019.*
- Transmission fluid can no longer be claimed as Misc. Expense.*

PROGRAM TERMS

This program extends the warranty coverage of the automatic transmission molded leadframe to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

If a vehicle has already exceeded either the time or the mileage limits, this extended warranty coverage ended on October 31, 2019.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2011-2013	Dearborn	April 28, 2010 through October 28, 2013
		Kansas City	May 18, 2010 through November 18, 2013

Expedition/Navigator	2012-2013	Kentucky Truck	April 11, 2011 through August 19, 2013
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Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

In some of the affected vehicles, an output shaft speed (OSS) sensor failure may result in an illuminated malfunction indicator light (MIL) and/or wrench light in the instrument cluster with diagnostic trouble codes (DTCs) P0720, P0722, P0731 and/or P1500 stored in the powertrain control module (PCM).

SERVICE ACTION

The PCM software updates in FSA 19S07, 19S19 or 19B05 should be performed and/or closed before proceeding:

- 19S07 - Certain 2011 - 2013 Model Year F-150 Vehicles Equipped With A 6R80 Transmission
- 19S19 - Certain 2013 Model Year F-150 Vehicles Equipped With 5.0L And 6.2L Engines, And A 6R80 Transmission
- 19B05 - Certain 2012 - 2013 Model Year Expedition/Navigator Vehicles Equipped With A 6R80 Transmission

If an affected vehicle exhibits an illuminated malfunction indicator light (MIL) and/or wrench light in the instrument cluster with diagnostic trouble codes (DTCs) P0720, P0722, P0731 and/or P1500 stored in the PCM, dealers are to replace the molded leadframe.

This service must be performed at no charge to the vehicle owner.

NOTE: If an affected vehicle has other transmission-related concerns and DTCs P0720, P0722, P0731 and/or P1500 are not stored in the PCM, this program does not apply; follow standard workshop manual (WSM) diagnostics.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters were mailed the week of May 6, 2019. Dealers should repair any affected vehicles that have that one or more of the DTCs listed, and/or if the vehicle exhibits an unintended downshift into first gear event, whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: *Administrative Information*
Attachment II: *Labor Allowances and Parts Ordering Information*
Attachment III: Technical Information
Owner Notification Letter

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

Customer Satisfaction Program 19N01 - *Supplement #3*

Certain 2011 - 2013 Model Year F-150 and 2012- 2013 Model Year Expedition, Navigator Vehicles
Equipped With A 6R80 Transmission
Transmission Molded Leadframe Extended Coverage

OASIS ACTIVATION

OASIS was activated on April 4, 2019.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Vehicles with cancelled warranties are not eligible for this service action.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expired November 30, 2019.
- Refunds will only be provided for the cost associated with 6R80 molded leadframe replacement, with DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM, and present in an IDS session file and/or similar (such as a computer scan from Auto Zone, etc.). Refunds without the proper documentation should not be approved.
- If an affected vehicle has transmission-related concerns and DTCs P0720, P0722, P0731 and/or P1500 are not stored in the PCM, 19N01 does not apply and a refund will not be approved; follow standard workshop manual (WSM) diagnostics.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

Part shortages do not qualify for rental vehicles for this program.

Customer Satisfaction Program 19N01 - *Supplement #3*

Certain 2011 - 2013 Model Year F-150 and 2012- 2013 Model Year Expedition, Navigator Vehicles
Equipped With A 6R80 Transmission
Transmission Molded Leadframe Extended Coverage

New! ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the Related Damage radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 miles
- *For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.*
 - If an affected vehicle has transmission-related concerns and DTCs P0720, P0722, P0731 and/or P1500 are not stored in the PCM, 19N01 does not apply; follow standard workshop manual (WSM) diagnostics. Dealers may be requested to upload IDS session files with existing DTCs and PCM part number before SSSC approval is provided.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (19N01) is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 19N01
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- *Refund offers expired November 30, 2019.*

Coverage **Customer Satisfaction Program 19N01 - Supplement #3**
 Certain 2011 - 2013 Model Year F-150 and 2012- 2013 Model Year Expedition, Navigator Vehicles
 Equipped With A 6R80 Transmission
 Transmission Molded Leadframe Extended Coverage

LABOR ALLOWANCES

Vehicles	Description	Labor Operation	Labor Time
F-150	Check for DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM and if present replace the molded leadframe	19N01B	2.2 Hours
Expedition/Navigator	Check for DTCs P0720, P0722, P0731 and/or P1500 stored in the PCM and if present replace the molded leadframe	19N01C	2.2 Hours

New! PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

Molded leadframes are not available to repair all vehicles, which require replacement.

To place an order for the molded leadframe, submit a VIN-specific Part Order contact via the SSSC Web Contact Site:

- 1. Attach an IDS session log file for each molded leadframe part order. The attachment must show both the VIN and DTCs P0720, P0722, P0731 and/or P1500.*
- 2. Attach a photo of vehicle mileage (mileage > 150,000 is a customer pay claim)*
- 3. DTCs P0720, P0722, P0731 and/or P1500 must be stored in the PCM.*

Part Number	Vehicle Line	Description	Order Quantity	Quantity Needed
AL3Z-7G276-D	All	Molded Leadframe	1	1

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Order the parts below through normal order processing channels:

Note: Transmission fluid should no longer be claimed as Misc. Expense.

Part Number	Vehicle Line	Description	Order Quantity	Quantity Needed
XT-10-QLVC (1 Box = 12 Quarts)	All	MERCON® LV Automatic Transmission Fluid	1	1

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2011-2013 MODEL YEAR F-150 AND 2012-2013 MODEL YEAR EXPEDITION/NAVIGATOR VEHICLES EQUIPPED WITH A 6R80 TRANSMISSION — TRANSMISSION MOLDED LEADFRAME EXTENDED COVERAGE

SERVICE PROCEDURE

1. Is the MIL and/or Wrench Light illuminated in the instrument cluster with DTC's P0720, P0722, P0731 and/or P1500 stored in the PCM?

YES – Replace the molded leadframe. Proceed to Step 2.

NO – This program does not apply.

NOTE: Do not proceed with this procedure until parts are ordered and received. This will prevent excessive transmission fluid loss while the main control assembly is removed.

NOTE: The component being removed in step 2 will be referred to as a main control, main control valve body or a mechatronic assembly in the Workshop Manual (WSM).

2. Remove the main control assembly. Please follow the WSM procedures in Section 307-01, In-Vehicle Repair.

3. Remove the six long bolts from the molded leadframe. See Figure 1.

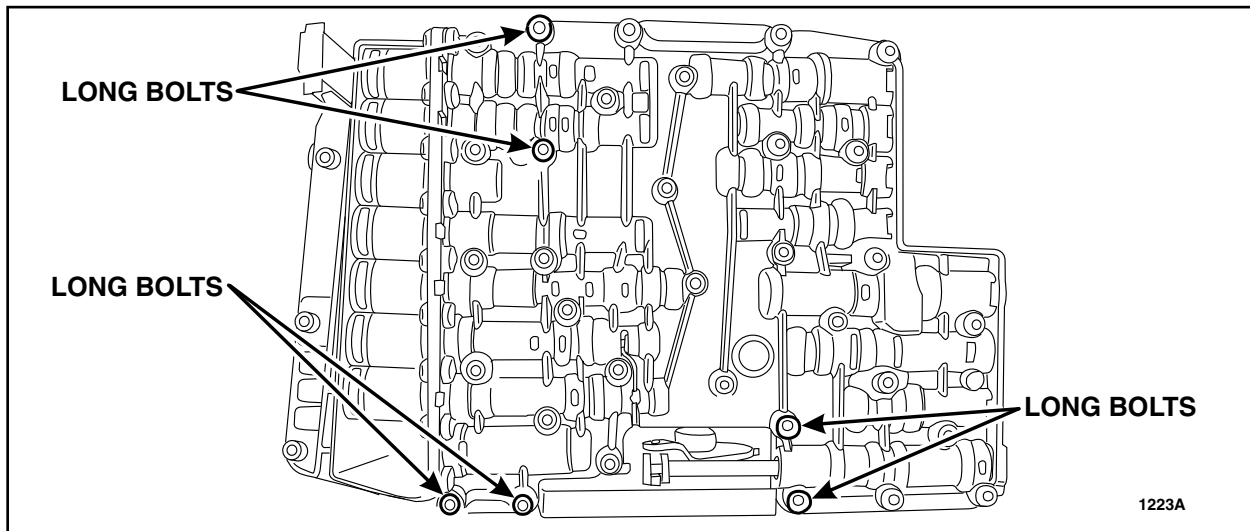


FIGURE 1



4. Carefully separate the molded leadframe from the main control assembly. See Figure 2.

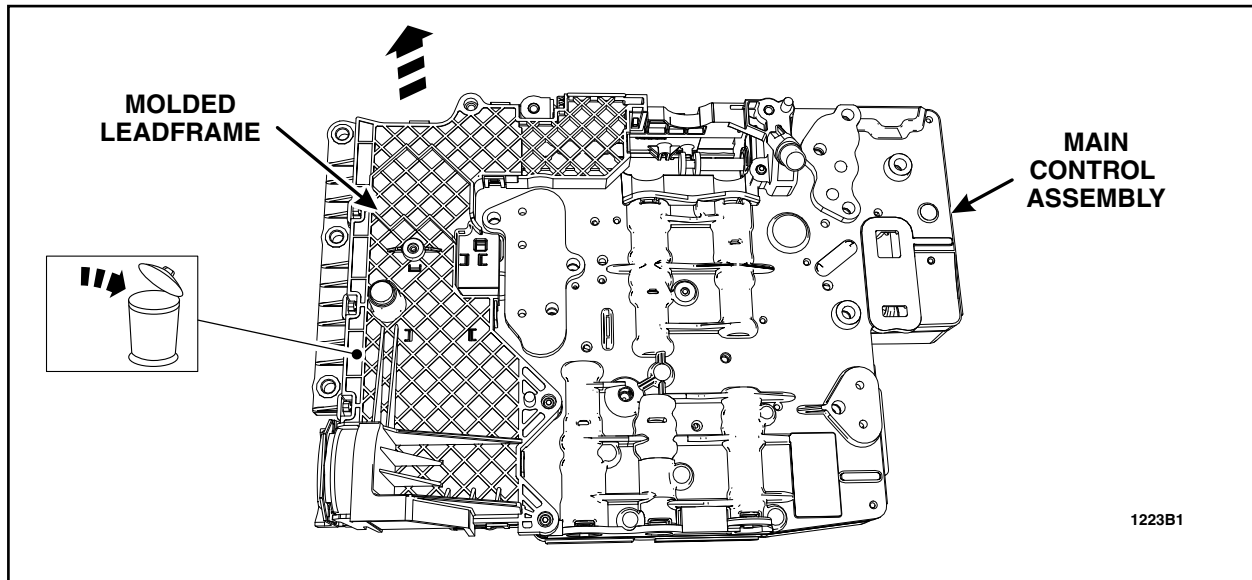


FIGURE 2

5. Install the *new* molded leadframe on the main control assembly. See Figure 3.

NOTE: The transmission range (TR) sensor pin must be aligned with the manual control valve during installation.

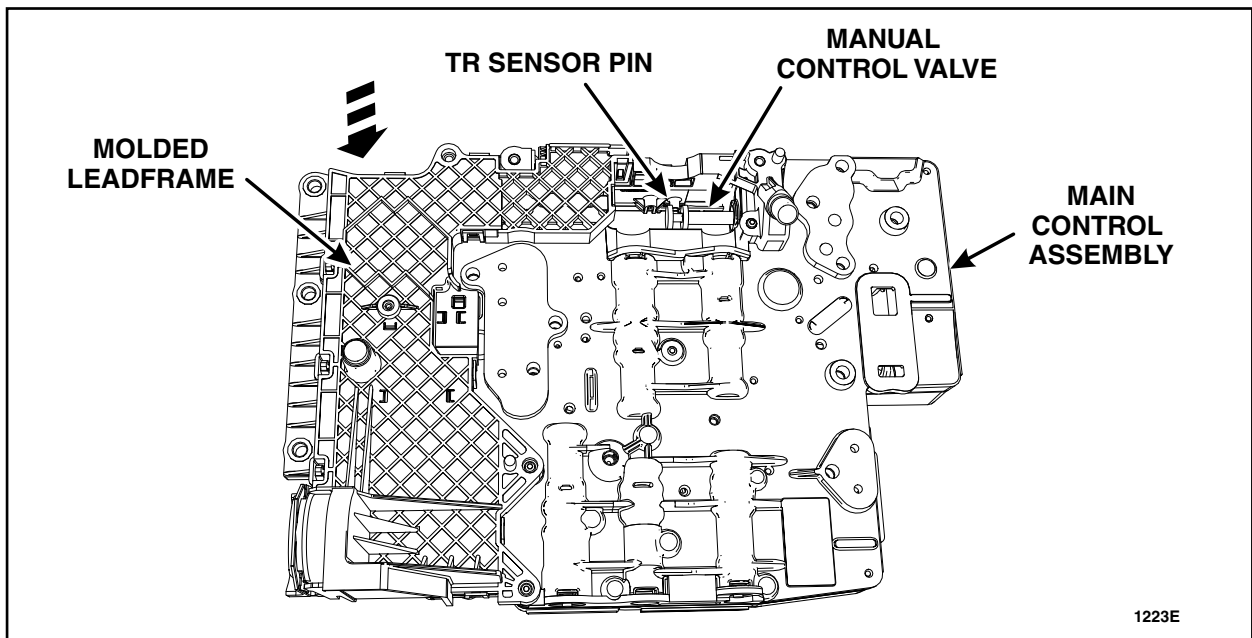


FIGURE 3



6. Install the six long bolts to the *new* molded leadframe. See Figure 4.

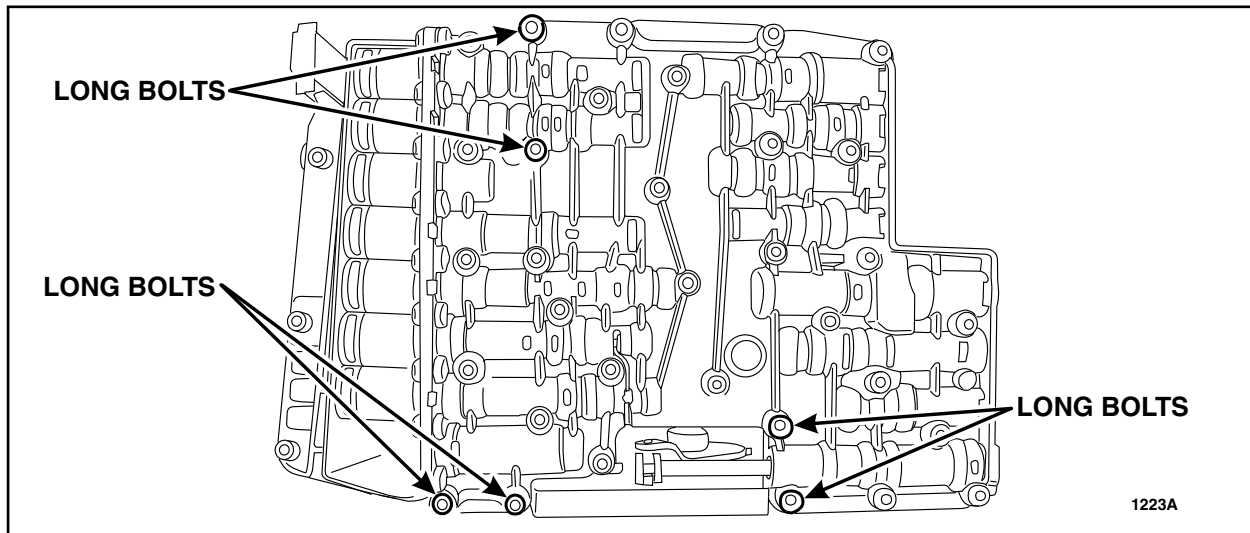


FIGURE 4

7. Tighten the long bolts to 53 lb.in (6 Nm) in the sequence shown. See Figure 5.

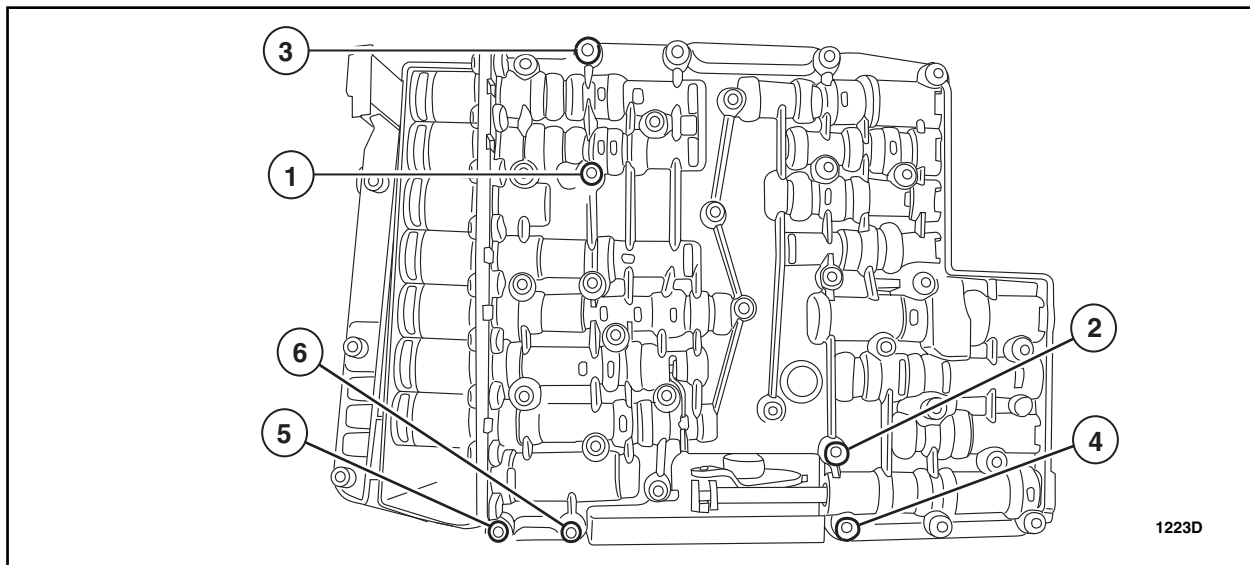


FIGURE 5

8. Install the main control assembly and reassemble the vehicle. Please follow the WSM procedures in Section 307-01, In-Vehicle Repair.

NEW ! IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.





Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

Customer Satisfaction Program 19N01

Mr. John Sample
123 Main Street
Anywhere, USA 12345

May 2019

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?

Your vehicle may experience an output shaft speed (OSS) sensor failure, which may result in an illuminated malfunction indicator light (MIL) and/or wrench light in the instrument cluster. This may require replacement of the transmission molded leadframe. We are pleased to let you know that, for your peace of mind, Ford Motor Company is extending the warranty coverage on the transmission molded leadframe.

What is the effect?

This increases the molded leadframe warranty coverage to a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through November 30, 2019. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If your vehicle's molded leadframe requires replacement and certain diagnostic trouble codes (DTCs) are found stored in the powertrain control module (PCM), and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the molded leadframe free of charge (parts and labor). This is a one-time repair program.

How long will it take?

If the component mentioned above requires replacement, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do?

You do not need to return to your dealer for this repair unless you have a MIL and/or wrench light in the instrument cluster.

Please keep this letter as a reminder of the extended warranty coverage for your molded leadframe. If the molded leadframe requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 19N01. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before November 30, 2019. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

Customer Satisfaction Program 19N01

May 2019

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At the Lincoln Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?

Your vehicle may experience an output shaft speed (OSS) sensor failure, which may result in an illuminated malfunction indicator light (MIL) and/or wrench light in the instrument cluster. This may require replacement of the transmission molded leadframe. We are pleased to let you know that, for your peace of mind, the Lincoln Motor Company is extending the warranty coverage on the molded leadframe.

What is the effect?

This increases the molded leadframe warranty coverage to a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through November 30, 2019. Coverage is automatically transferred to subsequent owners.

What will Lincoln and your dealer do?

If your vehicle's molded leadframe requires replacement and certain diagnostic trouble codes (DTCs) are found stored in the powertrain control module (PCM), and your vehicle is within the indicated time/mileage limitations, The Lincoln Motor Company has authorized your dealer to replace the molded leadframe free of charge (parts and labor). This is a one-time repair program.

How long will it take?

If the component mentioned above requires replacement, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair. In addition, your vehicle will/may require an inspection to determine if parts need to be ordered.

What should you do?

You do not need to return to your dealer for this repair unless you have a MIL and/or wrench light in the instrument cluster.

Please keep this letter as a reminder of the extended warranty coverage for your molded leadframe. If the molded leadframe requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 19N01. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through The Lincoln Way: Lincoln Owner App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before November 30, 2019. To avoid delays, do not send receipts to the Lincoln Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Lincolnowner.com.

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Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

As part of the Lincoln community, we appreciate your attention to this important matter and your continued loyalty.

The Lincoln Motor Company