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14M02 – Transmission Control Module Extended
Warranty Coverage – 2011-2015 Ford Fiesta & 2012-
2016 Focus

CUSTOMER SATISFACTION

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14M02 – Transmission Control Module Extended Warranty Coverage – 2011- 2015 Ford Fiesta & 2012-2016 Focus

 **oemdtc** September 7, 2016 16 Comments



NHTSA ID Number: 10164606

Manufacturer Communication Number: 14M02-S4

Summary

Certain 2011 through 2015 Model Year [Fiesta](#) and 2012 through 2016 Model Year [Focus](#) Vehicles Equipped with a DPS6 [Automatic Transmission – Transmission Control Module](#) Extended Warranty Coverage

10 Affected Products

Vehicles

MAKE	MODEL	YEAR
FORD	FIESTA	2011-2015
FORD	FOCUS	2012-2016

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August 26, 2019

TO: All U.S. [Ford](#) and [Lincoln](#) Dealers

SUBJECT: Customer Satisfaction Program 14M02 – Supplement #4

Certain 2011 through 2015 Model Year [Fiesta](#) and 2012 through 2016 Model Year

[Focus](#) Vehicles Equipped with a DPS6 [Automatic Transmission](#)

[Transmission Control Module](#) Extended Warranty Coverage

REF: Customer Satisfaction Program 14M02 – Supplement #3

Certain 2011 through 2015 Model Year [Fiesta](#) and 2012 through 2016 Model Year

[Focus](#) Vehicles Equipped with a DPS6 [Automatic Transmission](#)

[Transmission Control Module](#) Extended Warranty Coverage

REF : Technical Service Bulletin (TSB) 16-0129 – DPS6 – No Start and/or [Transmission](#)

Engagement Loss of Power with DTCs U0100, U0101, U1013 and/or P0606

New! REASON FOR THIS SUPPLEMENT

Categories



Labor Allowances: An inspect-only labor allowance is now available in the event that the [Transmission Control Module](#) is not the cause of loss of [transmission](#) engagement while driving, nostart, or lack of power.

Parts Requirements: The part number for the [transmission control module](#) has been updated.

PROGRAM TERMS

Ford is extending the warranty coverage on the DPS6 Automatic Transmission Control Module (TCM) to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This extended warranty coverage will address intermittent symptoms of loss of [transmission](#) engagement while driving, no-start, or a lack of power. If a vehicle has already exceeded either the time or the mileage limits, this coverage will last through June 30, 2017. Coverage is automatically transferred to subsequent owners.

NOTE: This program DOES NOT apply to vehicles that qualify for repairs under New Vehicle Limited Warranty Powertrain coverage or Emissions Warranty coverage. Repairs for vehicles covered by New Vehicle Limited Warranty or Emissions Warranty should be claimed following Warranty & Policy Manual guidelines. Refer to TSB 16-0044 for repairs covered by the New Vehicle Limited Warranty or Emissions Warranty.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Fiesta equipped with DPS6	2011-2015	Cuautitlan	November 3, 2009 through

Archives

Select Month



High

Performance

SSD

Storage

15

Locations



VULTR

Starting from

\$5/mo

\$0.007/hr

Get Started



Find Amazing keyword

Just searched: being spiritual the bene

Newsletter

Email address:

Your email address

Sign up

Automatic
Transmission

June 30,
2015

Focus
equipped
with DPS6

2012-
2016

Michigan

August 1,
2010
through
November
5, 2015

Automatic
Transmission

Donate



Ask a Mechanic

Chris (aka- Moose)

16 years experience



Pearl Wilson, Auto Mechanic

Welcome! What's going on with

Type your message...

Affected vehicles are identified in [OASIS](#).

REASON FOR PROVIDING EXTENDED COVERAGE

Some of the affected vehicles may exhibit intermittent symptoms of loss of [transmission](#) engagement while driving, no-start, or a lack of power. 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 ACTION

If an affected vehicle exhibits intermittent symptoms of loss of [transmission](#) engagement while driving, no-start, or a lack of power **AND** it is determined the [TCM](#) is the casual part, dealers are authorized to replace the [TCM](#) under this program. This program coverage begins after the expiration of the New Vehicle Limited Warranty Powertrain coverage and Emissions Warranty coverage. This service must be performed at no charge to the vehicle owner.

NOTE: As of August 4, 2015, vehicles repaired under [14M02](#) do not require the completion of [15B22](#) (if open

in [OASIS](#)). A claim to [14M02](#) will automatically close [15B22](#).

OWNER NOTIFICATION MAILING SCHEDULE

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Owner notification began on February 21, 2015. *Owners of [Focus](#) vehicles that were added to the program population will be notified beginning the week of February 13, 2017.* Dealers should repair any affected vehicles that exhibit the covered condition whether or not the customer has received a letter.

New! ATTACHMENTS

Attachment I: Administrative Information

Attachment II: Labor Allowances and Parts Ordering Information

Attachment III: Technical Information

Attachment IV: Dealer Q & A

Attachment V: DPS6 Extended Warranty Program Coverage Summary

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,

Michael A. Berardi

ATTACHMENT I

Customer Satisfaction Program 14M02 – Supplement #3

Certain 2011 through 2015 Model Year [Fiesta](#) and 2012 through 2016 Model Year [Focus](#) Vehicles Equipped with a DPS6 [Automatic Transmission](#) [Transmission Control Module](#) Extended Warranty Coverage

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OASIS ACTIVATION

[OASIS](#) was activated on February 20, 2015. [OASIS](#) will be activated for the additional vehicles added to the population on February 7, 2017.

FSA VIN LISTS ACTIVATION

No, FSA VIN Lists will not be activated for this service action.

STOCK VEHICLES

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

SOLD VEHICLES

Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
 - [Ford](#) vehicles – 3 years or 36,000 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.

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 expires June 30, 2017.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. 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.

RENTAL VEHICLES

If a customer's vehicle requires the replacement of the [transmission control module](#) and it is necessary to order parts, dealers are pre-approved for up to 1 day for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the SSSC via the SSSC Web Contact Site.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
 - DWE: refer to ACESII manual for claims preparation and submission information.
 - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number ([14M02](#)) is the sub code.
- Additional diagnostic time MT14M02D (up to 2.0 hours) may be claimed on the same repair line that the FSA is claimed on (prior approval is not required).
 - All Diagnostic Trouble Codes (DTCs) that are retrieved must be documented in the Powertrain DTC fields on the diagnostic code entry screen in order to claim additional diagnostic time.
- Additional labor and/or parts other than additional diagnostic time MT14M02D must be claimed as related damage on a separate repair line from which the FSA is claimed.
- Submit refunds on a separate repair line.
 - Program Code: [14M02](#) – 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.
- PROGRAM TERMS: For vehicles that exhibit intermittent concerns of loss of [transmission](#) engagement while driving, no-start, or a lack of power, this program extends the coverage of the [Transmission Control Module \(TCM\)](#) to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded either the time or the mileage limits, this coverage will last through June 30, 2017.
- This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty or Emissions Warranty. Repairs for vehicles covered by New Vehicle Limited Warranty or Emissions Warranty should be claimed following Warranty & Policy Manual guidelines. Refer to TSB 16-0044 for additional details. If the vehicle is beyond Powertrain Coverage of the New Vehicle Limited Warranty and Emissions Warranty but is covered by an Extended Service Plan (ESP), claim repairs to this program (FSA [14M02](#)) instead of the ESP Plan.

NOTE: Some vehicles covered by [14M02](#) may also be eligible for coverage by [14M01](#) (DPS6 [Transmission Clutch Shudder / Transmission Input Shaft Seal Warranty Extension](#)) and /or [15B22](#) ([Transmission Control Module Reprogramming for Overt TCM Failure Warning](#)). Always consult [OASIS](#) to determine repairs and coverages that apply.

ATTACHMENT II

Customer Satisfaction Program [14M02](#) – Supplement #3

Certain 2011 through 2015 Model Year [Fiesta](#) and 2012

through 2016 Model Year **Focus** Vehicles Equipped with
a DPS6 **Automatic Transmission**
Transmission Control Module Extended Warranty
Coverage

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LABOR ALLOWANCES

NOTE: This program DOES NOT apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty or Emissions Warranty. Repairs for vehicles covered by New Vehicle Limited Warranty or Emissions Warranty should be claimed following Warranty & Policy Manual guidelines. Refer to TSB 16-0044 for additional details.

Description	Labor Operation	Labor Time
<i>All vehicles – retrieve DTCs only; TCM replacement not required</i>	14M02A	0.3 Hours
Focus Models – Replace Transmission Control Module (includes time to retrieve DTCs) (Closes FSA 15B22 if open)	14M02B	1.0 Hours
Fiesta Models – Replace Transmission Control Module (includes time to retrieve DTCs) (Closes FSA 15B22 if open)	14M02C	1.1 Hours
M-Time for additional diagnosis of Powertrain DTCs P0805,	MT14M02D	Up to 2.0 Hours

P087A, P090B, P090C,
P0901, P0902, P2831,
P2832,

P2835, P2836, P2837,
P285C, P285D, P285E,
P2861 or P2862, only where
the [TCM](#) is the causal part
(may only be claimed with
either 14M02B or 14M02C)

PARTS REQUIREMENTS / ORDERING INFORMATION

Description	Order Quantity	Part Number
Transmission Control Module (includes TCM seals)	1	AE8Z-7Z369-F

The DOR/COR number for this program is 50579.

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.

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ATTACHMENT III

CERTAIN 2011 THROUGH 2015 MODEL YEAR [FIESTA](#) AND 2012 THROUGH 2015 MODEL YEAR [FOCUS](#) VEHICLES EQUIPPED WITH A DPS6 AUTOMATIC [TRANSMISSION](#) — [TRANSMISSION](#) [CONTROL MODULE](#) EXTENDED WARRANTY COVERAGE

OVERVIEW

Some of the affected vehicles may exhibit intermittent symptoms of loss of [transmission](#) engagement while driving, no-start, or a lack of power. 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 intermittent symptoms of loss of [transmission](#) engagement while driving, no-start, or a lack of power AND it is determined the [TCM](#) is the casual part, dealers are authorized to replace the [TCM](#) under this program providing the vehicle is no longer eligible for repair under the New Vehicle Limited Warranty Powertrain coverage or Emissions Warranty coverage. This service must be performed at no charge to the vehicle owner.

NOTE: This program extends the coverage of the [TCM](#) to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. Coverage is automatically transferred to subsequent owners.

NOTE: This program DOES NOT apply to vehicles that qualify for repairs under New Vehicle Limited Warranty Powertrain coverage or Emissions Warranty coverage.

NOTE: As of August 4, 2015, vehicles repaired under [14M02](#) do not require the completion of [15B22](#) (if open in [OASIS](#)). If both programs are open and [14M02](#) is performed, only claim [14M02](#). A claim to [14M02](#) will automatically close [15B22](#).

New! REASON FOR THIS SUPPLEMENT

Labor Allowances: An inspect-only labor allowance is now available in the event that the [Transmission Control Module](#) is not the cause of [transmission](#) engagement while driving, no-start, or lack of power.

Parts Requirements: The part number for the [transmission control module](#) has been updated.

SERVICE PROCEDURE

[TCM](#) Diagnosis

NOTE: A failing or failed [TCM](#) will exhibit at least one of the [TCM](#) Customer Symptoms AND may exhibit one of the Diagnostic Trouble Codes (DTCs) listed below:

[TCM](#) Customer Symptom(s)

- Intermittent no-start
- Intermittent vehicle loss of power

- Intermittent loss of [transmission](#) engagement while driving
- Message in the message center flashes “Hill Start Assist Not Available”
- Message in the message center indicates “Parking Aid Malfunction/Service Required”
- [Transmission](#) gear selector “PRNDL/S” indicator on the [instrument cluster](#) blinks or flashes

Diagnostic Trouble Code(s)

- P0606 – [TCM](#) Internal Failure
- U0100 – Lost Communication With ECM/[PCM](#)
- U0101 – Lost Communication With [TCM](#)
- U1013 – Invalid Internal Control Module Monitoring Data Received From [TCM](#)

Diagnostic Procedure

NOTE: If diagnosis determines the [TCM](#) is not the cause of the concern, only the cost of diagnostic time to retrieve DTCs will be covered by this extended coverage program. The customer should be notified of this before proceeding.

Module Reprogramming – General Information

NOTE: Reprogram appropriate vehicle modules and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Connect a [battery charger](#) to the 12V [battery](#).
2. Perform reprogramming using [IDS](#) release 96.03 or higher.

NOTE: [Calibration](#) files may also be obtained at www.motorcraftservice.com.

NOTE: Follow the [IDS](#) on-screen instructions to complete the reprogramming procedure.

3. Disconnect the [battery charger](#) from the 12V [battery](#), once reprogramming has completed.

Important Information for Module Programming

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V [battery](#) is fully charged before carrying out the programming steps and connect [IDS/scan tool](#) to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure [scan tool](#) connections are not interrupted during programming.
- A hardwired connection is strongly recommended.
- Turn off all unnecessary accessories ([radio](#), heated/cooled seats, [headlamps](#), interior lamps, [HVAC](#) system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories ([remote start](#), alarm, [power inverter](#), CB [radio](#), etc.).
- Follow all [scan tool](#) on-screen instructions carefully.
- Disable [IDS/scan tool](#) sleep mode, screensaver, hibernation modes.
- Create all sessions [Key On Engine Off](#) (KOEO). Starting the vehicle before creating a session will cause errors within the programming inhale process.

Recovering a module when programming has resulted in a blank module: **NEVER DELETE THE ORIGINAL SESSION!**

- a. Obtain the original **IDS** that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
- b. Disconnect the VCM from the Data Link Connector (DLC) and the **IDS**.
- c. Reconnect the VCM to **IDS** and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the **IDS** screen. If it does not, troubleshoot the **IDS** to VCM connection.
- d. Locate the ORIGINAL vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the "Recycle Bin" icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. The last screen on the **IDS** may list additional steps required to complete the programming process.
Make sure all applicable steps listed on the screen are followed in order.

DEALER Q & A

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Ford is initiating a customer satisfaction program to extend the warranty for the [Transmission Control Modules](#) in certain 2011-2015 MY [Ford Fiesta](#) and 2012-2016 MY [Focus](#) vehicles equipped with the PowerShift 6-speed (DPS6) [automatic transmission](#). Some of the affected vehicles may exhibit intermittent symptoms of loss of [transmission](#) engagement, no-start, or a lack of power. 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](#).

This program extends the coverage of the [Transmission Control Module](#) to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded either the time or mileage limits, this coverage will last through June 30, 2017. Coverage is automatically transferred to subsequent owners. Customers who have previously paid for this repair are eligible for reimbursement until June 30, 2017.

Q1. Are all [Fiesta](#) and [Focus](#) vehicles involved in this extended warranty coverage program?

A. No, this extended warranty program only applies to vehicles equipped with the DPS6 PowerShift 6-Speed [Automatic Transmission](#). Vehicles equipped with a [manual transmission](#) are not included in this program.

Q2. What is the issue?

A. Some of the affected vehicles may exhibit intermittent symptoms of loss of [transmission](#) engagement, no-start, or a lack of power. These symptoms are usually accompanied by a Check [Engine](#) light illuminated on the [instrument cluster](#).

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Q3. What causes this issue?

A. These concerns may be caused by electrical circuit failures within the [transmission control module](#).

Q4. Can there be other causes for this issue?

A. Yes, intermittent symptoms of loss of [transmission](#) engagement, no start, lack of power, and illumination of the check [engine](#) light may be caused by many concerns that are not related to the [transmission control module](#).

Q5. Why are customers receiving an extended warranty?

A. Customers are receiving a warranty extension for added peace of mind.

Q6. If a vehicle exhibits these symptoms but diagnosis indicates that it is not caused by the [transmission control module](#), is the repair covered?

A. No. There can be many causes for the symptoms that are described. If diagnosis indicates that the [transmission control module](#) is not the causal component, diagnosis and repairs are not covered under this program.

Q7. Is this issue related to the existing extended warranty coverage program 14M01 for leaking [transmission](#) input shaft seals that was released last year?

A. No. While many vehicles are included in both programs, the components covered in each are unrelated. This extended warranty program and 14M01 are designed to ensure peace of mind and customer satisfaction related to the [transmission control module](#), software [calibration](#), [clutch](#), and potentially leaking [transmission](#) input shaft seals.

Q8. Will this action fix the complaint many customers are having about shift quality?

A. While the [transmission](#) can have a unique feel compared to a traditional automatic, it offers customers both fuel efficiency and performance benefits. This extended warranty program and 14M01 are designed to ensure peace of mind and customer satisfaction related to the [transmission control module](#), software [calibration](#), [clutch](#), and potentially leaking [transmission](#) input shaft seals. They are not designed to address the potentially unique shift feel of the PowerShift [Transmission](#).

Q9. How confident are you that this repair will resolve this issue?

A. We expect the repair will address this issue. If our customers experience additional symptoms related to this [Transmission Control Module](#) issue, the extended warranty will cover them for 10 years or 150,000 miles.

Q10. Are vehicles currently in production affected?

A. [Fiesta](#) vehicles produced on or before June 30, 2015 and [Focus](#) vehicles produced on or before November 5,

2015 are included in this program. [Ford](#) has made updates to modules in vehicles currently being produced, and will continue to monitor warranty data.

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Customer Satisfaction Program **14M02** – Supplement #4

August 26, 2019

<https://www.nhtsa.gov/recalls?nhtsaId=10164606>

<https://static.nhtsa.gov/odi/tsbs/2019/MC-10164606-0001.pdf>



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Customer Satisfaction Program **14M02** – Supplement #3

February 7, 2017


<https://www.nhtsa.gov/recalls?nhtsald=10095866>

<https://static.nhtsa.gov/odi/tsbs/2017/MC-10095866-2532.pdf>

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Customer Satisfaction Program **14M02** – Supplement #2

June 14, 2016

<https://static.nhtsa.gov/odi/tsbs/2016/SB-10091154-5448.pdf>

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Customer Satisfaction Program **14M02** – Supplement #1

August 4, 2015

<https://static.nhtsa.gov/odi/tsbs/2015/MC-10072057-7690.pdf>

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NHTSA ID Number: 10163594

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Manufacturer Communication Number: DPS6 Dealer Com.

Summary

Short-Term DPS6 Dealer Customer Handling Direction

Publish Date: July 12, 2019 Due Date (If Applicable): N/A

Information: *Short-Term DPS6 Dealer Customer Handling Direction*

Target Dealer Group: All [Ford](#) & [Lincoln](#) Dealerships

Target Audience: All Sales & Service Job Roles

Target Dept(s): New Sales CPO/Used Sales Fleet Sales
Finance Parts Service

ACTION REQUESTED

- Review the following communication and share with all dealer employees

SUMMARY

If a customer calls or arrives at your dealership indicating they have [transmission](#) symptoms that need addressed, arrange to diagnose the vehicle and repair as necessary.

If a customer calls without a symptom asking questions about the DPS6 media coverage, direct customers to contact the Customer Relationship Center (CRC) at 1-800-392-3673 to discuss their concerns.

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If diagnosis and repair are needed dealers should:

- Reference 14M01 for [clutch](#) diagnostic and repair procedures
 - Apply diagnostics procedures provided in 14M01
 - Repair the vehicle if necessary
 - These diagnostic procedures may be applied to 2011 – 2017 [Fiesta](#) and [Focus](#) vehicles
- If [15B22](#) was not completed on affected vehicles called out in the dealer bulletin dated August 16, 2016, Dealers should follow the repair directions in [15B22](#) to reprogram the [TCM](#).
- If there is indication of a [TCM](#) concern, reference [14M02](#) for diagnostic and repair procedures
 - Apply [TCM](#) diagnostics procedures provided in [14M02](#)
 - Repair the vehicle if necessary
 - These diagnostic procedures should only be applied to the [Fiesta](#) and [Focus](#) vehicles shown in [14M02](#), Supplement #3, dated February 7, 2017.
- If the vehicle is not formally covered by 14M01, [14M02](#), [15B22](#) or warranty, Dealers should submit a financial assistance case to the CRC through GCCT for payment. Indicate in the case notes that this is a DPS6 repair reimbursement request, for repairs that have already been completed. Fill out cost details based on what the payment would have been through 14M01, [14M02](#), or [15B22](#) at warranty rates using FSA labor times.

This direction is applicable only for repair orders created July 12 through July 19, 2019. Additional updates will be provided by July 19, 2019.

MEDIA INQUIRIES

FOR MEDIA QUESTIONS, UPON INQUIRY ONLY, PLEASE USE THE FOLLOWING:

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Q: What can customers do if they have concerns about their DPS6 [transmission](#)?

A: [Ford](#) has taken a number of steps to resolve customer concerns with DPS6 [transmissions](#). Owners of 2011-17 [Fiesta](#) and [Focus](#) cars with concerns can contact a [Ford](#) dealer to see if repairs are needed and reimbursable. They can also call 1-800-392-3673 to discuss their concerns with a [Ford](#) customer service representative.

QUESTIONS

Further questions should be directed to:

T.R. Reid | 313.337.8644 | media@ford.com

Short-Term DPS6 Dealer Customer Handling Direction

<https://www.nhtsa.gov/recalls?nhtsaId=10163594>

<https://static.nhtsa.gov/odi/tsbs/2019/MC-10163594-0001.pdf>



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Service Information & Reprogramming

Service Information & Reprogramming – Ford Lincoln Mercury

Module Reprogramming

Diagnostic Software	Interface Device	Complete Vehicle Diagnostics		Module Programming
		1996-2017 Model Year	2018-Present Model Year	1996-2017 Model Year
IDS/FDRS	VCM, VCM II, VCMM	X	X	X
FJDS/FDRS	Compatible J2534 Devices		X	X

(Including
[VCM II](#) and
VCMM)

Detailed system requirements, installation, and support information for each product is located under the diagnostics tool support tab for each product.

Integrated Diagnostic Software (IDS) / [Ford](#) Diagnosis & Repair System (FDRS)

For use with VCM I, [VCM II](#), VMM and VCMM hardware devices only. The complete factory [Ford](#) Motor Company vehicle diagnostic tool that provides complete dealership [level](#) vehicle diagnostic coverage for all 1996 to present [Ford](#), [Lincoln](#) and [Mercury](#) vehicles. The [IDS](#) software includes time based access to the [IDS](#) software, software updates and [calibration](#) files.

[Ford J2534](#) Diagnostic Software (FJDS) / [Ford](#) Diagnosis & Repair System (FDRS)

For use with [compatible J2534](#) hardware devices. [FJDS](#) software provides [Ford Module Programming](#) functionality that covers 1996 to present [Ford](#), [Lincoln](#) and [Mercury](#) module reprogramming functions, plus complete dealership [level](#) vehicle diagnostic software for all 2018 to present [Ford](#) and [Lincoln](#) vehicles. The [FJDS](#) software license includes time based access to the [FJDS](#) software, software updates and [calibration](#) files.

[CarDAQ-Plus 2 Diagnostic Code Reader and J2534 Programming Tool](#)



[CarDAQ-Plus](#)



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CarDAQ-M



VSI J2534 ECU Reprogrammer



Drew Tech Mongoose Pro USB
to CAN ISO9141 Interface



Latest Calibration Information

Module Build Data (As-Built)
Use VIN to obtain As-Built data

www.motorcraftservice.com

Bestseller No. 1



Autel MaxisysCV MS908CV Diagnostic Tool with No-
Delay Delivery for J2534 ECU Programming, Heavy

Trucks Diagnostics, Coding, Service Functions for Deep Vehicle Repair – for Workshops & Mechanics

- 🚚 **TOP-LEVEL HEAVY TRUCK DIAGNOSIS:** Want to diagnose different kinds of vehicles? Autel MaxiSysCV that comes with J2534 ECU Programming Device is the diagnostic tool you need! You can use comprehensive diagnostic functions including ECU Information, Trouble Codes, Live Data, Active Test, and Special services for Experts (Allison, Bendix, Caterpillar, Volvo, Freightliner, etc.), Buses (Volvo, Hino, Isuzu, Mercedes Benz, Volkswagen, etc.) and even Trucks (Volvo, Dodge, [Ford](#), Foton, Mack, etc.).
- ☐ **CODING FOR OPTIMIZING PERFORMANCE:** With Autel MS908CV, Optimizing vehicle performance is not that hard! The 100% safe ECU Coding allows you to change options within the vehicle's ECU to modify features for the tested vehicle. Note: Coding only changes preprogrammed options already existent in the software. ✓High Beams and Fog Lights Together ✓Double Blink Hazards ✓Digital Accurate MPH Gauge ✓Enhanced [Bluetooth](#) Enable, etc.
- ☐ **SERVICE FUNCTIONS FOR FAST MAINTENANCE:** You can complete a series of scheduled services and maintenance with only one MaxiSysCV. Free from the trouble of changing basic OBD2 scanners frequently to get related services. The most commonly performed service functions include Oil Reset, EPB, [Brake](#) Bleeding, [DPF](#) & SCR, IMMO & [Keys](#), [Injector](#), Throttle and more.
- 🚚 **USER-FRIENDLY FEATURES FOR HIGH EFFICIENCY:** No fuss with complex operations! The user-friendly MaxiSysCV diagnostic tool reduces your fatigue. AutoVIN Scan allows you to check all the ECUs of the tested car in less than 1 seconds. Remote Desk Operation offers workshops a channel of controlling customers' MaxiSys tablets for immediate technical support. Data/Shop Manager reduces the time spent on managing diagnostic files, workshop information, and more.

- 🚗 **POINTS FOR AFTER SERVICES:** 1.About Quality: Autel MaxiSysCV is designed with advanced configuration (Android4.0 OS, Samsung Exynos 4-Core Processor, etc.) for smooth and reliable using. 2.About Warranty & Update: Within one year, Products with defectives in material or workmanship will be repaired or replaced free of charge and It's free to update the software at regular intervals to increase MS908CV's capabilities. 3. About Service: Autel is ready to answer any questions 7* 24 hours.

\$2,820.00

[Buy on Amazon](#) Price incl. tax, excl. shipping

Bestseller No. 2



[VXDIAG VCX Nano GDS2 and Tech2Win Diagnostic Programming System Compatible for GM/Opel](#)

- VXDIAG VCX NANO Box is PC-to-vehicle interface compatible with multiple software applications, minimizing your investment in multiple brand-specific diagnostic interfaces
- VXDIAG VCX Nano for GM/OPEL compatible with GDS and Tech2win software, support for GM/OPEL Diagnose and programming,for programming function, you would need buy software subscription online
- Fully compatible with SAE-J2534-1 & SAE-J2534-2; Quick access to vehicle data for maintenance or management reports; Support all current and most legacy vehicle protocols: CAN, UART, KW2000, Class2, GM LAN, etc.
- About Software: Our hardware is compatible with original software and for SPS programming online you need purchase subscription online.(Please

download the latest vxmanager from vxdiag official website. Use new vxmanager to update firmware and driver and then update your device authorization.)

- Installation Tips: Pls turn off anti-virus software before install, make sure your computer at least 4GB.Tech2win software only installed on 32bit computer and on physical system. GDS software need install on 64bit computer and use vmware machine. (Note:Please follow the video step by step installation, don't install automatically) . If the package you received CD not working, pls contact us for software link.For any technical problem,pls contact us we have engineer can assist you online.

\$109.00

[Buy on Amazon](#) Price incl. tax, excl. shipping

Bestseller No. 3



Autel MaxiSys MS908S Pro Diagnostic Scan Tool with J2534 ECU Programming, Proven Solution for US Market, Active Tests, 25 Special Functions, All Systems Diagnostics (Same as MaxiSys Elite, MK908P)

- **【SAME AS MK908P & BETTER TECH SUPPORT】**
MS908S Pro has EXACTLY the same diagnostics and service functions as MK908P and Autel MaxiSys Elite. Unlike online product MK908P, MS908S Pro is a mature product that has been tested and approved by workshops across US!
- **【J-2534 ECU PROGRAMMING】** Autel MaxiSys MS908S Pro is a professional automotive diagnostic scanner that utilizes powerful Cortex A7+A15 six-core processor that can perform OE [level](#) all systems diagnostics and various special functions. With J2534 ECU Programming Device

included, it is capable of replacing the existing software & firmware and programming new ECUs(PCM, ECM) for specific BMW and Benz.

- **【25 SPECIAL FUNCTIONS FOR PROS】** Autel MS908S Pro is an advanced auto scan tools that can perform various special functions: Oil Reset, EPB reset, DPF Regen, ABS Bleed, SAS, Battery Registration, Injector Coding, Power Balance, Crankshaft Variation Learn and etc. NOTE: Special Functions are NOT universally compatible. Pls send VIN to auteldirect@outlook.com to check compatibility before purchase.
- **【EXTENSIVE VEHICLE COVERAGE】** MS908S Pro diagnostic scanner computer covers more than 80 US, Asian and European vehicle makes. The scan tool can work on most OBDII-compliant vehicles to locate check engine issues, 80+ makes and models to scan all available systems. For special functions, coverage varies across vehicles, please send VIN number to auteldirect@outlook.com to check compatibility first.
- **【HASSLE-FREE PURCHASE】** Autel MaxiSys MS908S Pro car scanner comes with 12 Months FREE software updates and services and is backed by Amazon 30 Day Return Policy. If there are any issues or concerns, please contact us directly via auteldirect@outlook.com for prompt tech support and best after-sales services! Purchase now to solve drivability issues, emission issues and save both time & money.

\$3,114.03

[Buy on Amazon](#) Price incl. tax, excl. shipping

Bestseller No. 4



VXDIAG VCX Nano Compatible For Ford/Mazda 2 in 1 Diagnostic Tool With IDS Programming Tool

- [Vehicle Coverage] One device Compatible for [Ford](#) and Compatible for Mazda, Support vehicle till 2018 year. (Can't Support [Ford F-150](#)). Support Automatic Vehicle Recognition.
- [ECU Functions] Programming & Installation of new ECUs ([PCM](#), [ABS](#), [Instrument Cluster](#), [Air Bag](#), Fuel Pumps, etc.). Live Data-stream with Recording & Playback Functions for Main ECUs. New Software Re-flash for Existing ECUs.
- [Functional] Connect via USB. Support Read & Clear Diagnostic Trouble Codes (DTCs); Set, Adjust or Remove Speed Governors; [Steering](#) Angle Resets, Guided Fault Finding&All Other Dealer Functions.
- **【Update】** Update by CD with Unlocked Firmware. ★Please Note: If you have any problem when you install the software, please feel free to contact us, our technology team will provide customers service to help you solve the problem. Multilingual: Support English/German/French/Italian/Spanish/Dutch/Slovak
- ▶▶▶ Please download the latest vxmanager from vxdiag official website. Use new vxmanager to update firmware and driver and then update your device authorization.






\$99.00

[Buy on Amazon](#) Price incl. tax, excl. shipping

Bestseller No. 5



[Autel MaxiIM IM608 Key Programming Bi-Directional Scan Tool with IMMO & XP400 Key Programmer and J2534 VCI, GBOX2 & APB112 Add On](#)

- **【XP400 Programmer】** XP400 is to read transponder data (especially Benz infrared smart [key](#)), clone and generate exclusive [keys](#), read/write on-board EEPROM data, etc. IMMO application provides Smart Mode and Expert Mode to guide technicians performing IMMO related functions, including [Key](#) Learning, Remote Control Learning, Remote Control Add, etc. Please send VIN number to ▲autelobd2@hotmail.com▲ to check compatibility before purchasing.
- **【KEY PROGRAMMING Function】** The most advanced and smart [key](#) programming tool that combines the most powerful IMMO and programming functions with OE-level diagnostics and advanced service functions in one Android based 10.1-inch touchscreen tablet, it helps perform complete [key](#) programming quickly.
- **【IMMO & J2534 Reprogrammer】** The Wireless Diagnostic Interface supports two communication methods with the tablet: BT and USB. The working range for BT communication is about 210 feet (70 m). You can perform [key](#) programming and vehicle diagnosis on various vehicles conveniently, by pairing the tablet separately to each of the MaxiFlash. **【 Note: J2534 can't program ECU with the IM608】**
- **【ECU CODING & ACTIVE TEST & 23 Services Function】** Bi-directional control of the ECM is useful in determining whether the ECM responds to a command well. And Auto VIN Identification, ECU Coding are available for IM608. Most useful service including: Oil Reset Service/ EPB Service/ BMS Service/ SAS Service/ [DPF](#) Service etc.
- **【NO IP LIMITED & 1 Year Free Update + APB112 & Gbox2】** If you have any issue after you get the item, More language are available such as French, German, Italian, Polish, Dutch, Swedish, Korean, Japanese, Russian. Please contact by providing SN if needing authorized. **【Officially identified as genuine by**     

\$3,599.00

Buy on Amazon Price incl. tax, excl. shipping

Bestseller No. 6



Autel MaxiIM IM608 Top Key Programming Tool with
IMMO and Key Programmer XP400, J2534

Reprogrammer, Bi-Directional Diagnostic Scanner All
Systems Diagnosis & MV108 (No IP Limited - 2020
Newest)

- **【KEY PROGRAMMING & IMMO Function Tool】**
The most advanced and smart **key** programming tool that combines the most powerful IMMO and programming functions with OE-level diagnostics and advanced service functions in one Android based 10.1-inch touchscreen tablet, it helps perform complete **key** programming quickly. Please send VIN number to ▲autelobd2@hotmail.com▲ to check compatibility before purchasing.
- **【XP400 Programmer & Powerful OE level】**
Powerful OE **level** diagnostics for more than 80 US, Asian and European makes and models. XP400 is to read transponder data (especially Benz infrared smart **key**), clone and generate exclusive **keys**, read/write on-board EEPROM data, etc. IMMO application provides Smart Mode and Expert Mode to guide technicians performing IMMO related functions, including **Key** Learning, Remote Control Learning, Remote Control Add, etc
- **【ADVANCED IMMO & J2534 VCI】** The Wireless Diagnostic Interface supports two communication methods with the tablet: BT and USB. The working range for BT communication is about 210 feet (70 m). You can perform **key** programming and vehicle diagnosis on various vehicles conveniently, by

pairing the tablet separately to each of the MaxiFlash. J2534 can't program ECU with IM608.

- **【ACTIVE TEST & ECU CODING & 23 Reset Services】** Bi-directional control of the ECM is useful in determining whether the ECM responds to a command well. And Auto VIN Identification, ECU Coding are available for IM608. Most useful service including: Oil Reset Service/ EPB Service/ BMS Service/ SAS Service/ **DPF** Service etc.
- **【NO IP LIMITED & 1 Year Free Update + 1 Year Warranty + PERMANENT After-Sales SERVICE】** If you have any issue after you get the item, Please contact ▲ autelobd2@hotmail.com ▲ More language are available such as French, German, Italian, Polish, Dutch, Swedish, Korean, Japanese, Russian. Please contact by providing SN if needing authorized. **【Officially identified as genuine by A□□□□□ Reach out to us after placing order to get technical guide.★**

\$3,330.00

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Bestseller No. 7



[Autel MK908P Diagnostic Scanner, OE Level J2534 ECU Programming, Advanced ECU Coding, the Upgraded Version of MS908P\(MS908S PRO, Maxisys Pro\)](#)

- **ECU PROGRAMMING:** The diagnostic tool comes with a J2534 ECU programming device that helps Benz and BMW users replace the existing software/firmware in the ECU, program new ECUs and fix software-controlled driving performance and emission issues.
- **VEHICLE COVERAGE:** The software of MK908P has a wide range of compatibility and can be used to

diagnose vehicles from over 80 brands in the US, Europe and Asia. Moreover, you can get more newly added car models with the fast-release software update service.

- **ADVANCED HARDWARE:** MK908P, as the advanced version of MS908P, features the 10.1" 1920*1200 screen upgraded from 9.7" 1024*768, and the [battery](#) capacity is 15000mAh increased by 4000 mA. Also, it has a better anti-impact protection design.
- **BI-DIRECTIONAL CONTROL:** The diagnostic tool supports bi-direction control to check the vehicle operating conditions. The bi-directional control of the ECM in Component Test enables the MK908P to transmit control commands to operate the vehicle systems.
- **ADDITIONAL SERVICE:** The MK908P is designed to serve users with a rich array of easy-to-use functions and features. The Maxi Fix provides you with an online troubleshooter database, and Remote Desk allows you to get help from others via TeamViewer software.

\$2,399.00

[Buy on Amazon](#) Price incl. tax, excl. shipping

Bestseller No. 8



[G-scan2 Bundle Kit Diagnostic Scanner Automotive Scan tool with Coding and J2534 ECU programming](#)

\$1,790.00

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Bestseller No. 9



Mini VCI Cable, OBD2 J2534 Cable Connector Scanner
Adapter Fit for Toyota TIS Techstream V14 V15,
Firmware V1.4.3, OBD II Adapter Connector Diagnostic
Cable Scan Tool, Support Win XP/ WIN7 WIN10

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- 16Pin MINI VCI OBD2 USB Interface Scan Cable for Toyota - MINI VCI for TIS Techstream supports TIS OEM diagnostic software and all the diagnostic communication protocols needed for Toyota since 1996, for diagnose, coding etc.
- PURCHASE NOTES - Mini VCI diagnostic cable compatible with (32bit/64bit) Win XP/ Win7/ Win 10, and the installation need uninstall the Firewall and defender need to be closed in case it damages the software. = = = = If the 64-bit driver automatically disappears when you install it, it means that the computer's firewall and all anti software have not been closed or exited, please check these two places again and install again.
- 16Pin OBD2 MINI VCI Diagnostic USB Cable Supported Protocols - K-Line ISO 9141, KWP 2000 ISO 14230-4, SAE J1850 PWM, SAE J1850 VPW, CAN 2.0B ISO 11898, CAN ISO 15765-4. Firmware version is V1.4.3, Techstream version V15.00.026.
- MINI VCI Cable Diagnostic Test Scanner Function - MINI VCI check [engine](#) light shut off, multi-language interface, freeze frame displays, internet updateable, user friendly and others function, heavy duty thick-shielded cable for best test results.
- What You Will Get - We offer mini VCI J2534 cable 24 month service, any questions about OBDII cable converter adaptor, please contact us, the Techstream software will be sent to you by Email, we will reply you within 12 hours. You will get a MINI VCI cable [scan tool](#), with CD inside the package, include 1. Mini VCI Driver for TOYOTA _1.4.3. Techstream_Setup_V15.00.026. // TS_loader // The drive of 32bit.msi and 64bit.exe // The path // Install Video = please watch twice

\$28.99

[Buy on Amazon](#) Price incl. tax, excl. shipping

Bestseller No. 10



AUTEL MaxiIM IM608



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[Autel MaxiIM IM608 Key Programming Diagnostic Tool with XP400 Key Programmer and J2534 ECU](#)

[Reprogrammer, Advanced Key Programming, OE-Level All Systems Diagnostics, and Oil Reset/EPB/SAS/DPF/BMS/TPMS](#)

- **【Advanced IMMO & [Key](#) Programming】** Autel IM608 is a perfect choice for auto technicians and locksmiths to encrypt [keys](#), add [keys](#), change [keys](#), and generate [keys](#). The Smart Mode and Expert Mode in IMMO app offer you guided and advanced [Key](#) Learning to choose. The Autel scanner can also read/write various [key](#) chips helping perform complete [key](#) programming quickly. 🔥 Note: IM608 just can be used in the US. Don't take it to other countries or change the IP.
- **【ECU Coding & Active Test】** Active Test helps you accurately figure out whether a specific subsystem or component in vehicles goes well. This function may appear as Actuators, Actuator Test, or Function Tests, and the tests options vary by vehicle manufacturer and model. After repairs or replacements of vehicle parts, Autel IM608 can reprogram adaptive data for certain components of the test vehicle through ECU Coding.
- **【Reliable [Key](#) & ECU Programming Tools】** Equipped with XP400 [key](#) programmer and MaxiFlash ECU reprogrammer, this Autel scanner performs IMMO Add [Key](#), [Keys](#) Lost and [Key](#) Learning for 3rd generation Benz. Besides convenient PC communication and ECU reprogramming capabilities from the MaxiFlash tool, it can read transponder data (including

Mercedes Benz infrared smart [key](#)), clone/generate exclusive [keys](#), etc. by working with the XP400 [key](#) programmer.

- **【Language & Wide Compatibility】** When you get this Autel scanner, it only supports English. 🕯️ You can get the required language by providing the serial number for customer service via ▶support-amazon@autelonline.com◀. Compatible with more than 80 makes and models from the US, Asian and European, the Autel IM608 can perform OE-[Level](#) all-system diagnostics for Chrysler, Dodge, [Ford](#), GM, Jeep, etc.
- **【12-Month Free Update & Warranty】** Autel IM608 comes with a 1-year free update online to improve the apps' capabilities by adding critical patches, new models, etc. When the 1-year update expires, it will cost \$1250 per year to continue updating. A 12-month warranty gives you a guarantee for any possible quality problems. For any question, feel free to ask the customer service.

\$3,299.00

[Buy on Amazon](#) Price incl. tax, excl. shipping

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16 Comments

Nellie



How do you know if your vehicle falls under this extended warranty?

My 2014 Ford Focus suddenly started stalling at lights, losing power while driving – got check engine light and transmission fault both – says it's tcm module – sounds like my problem in detail

March 26, 2019

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oemdtc Author



Only Ford can tell you if it's gonna be covered.

March 27, 2019

Lorie Hennrikus



I have a 2012 Focus with about 50,000 miles. I have been complaining since purchasing it about the shutter, lack of pick up, slipping/banging gears and two times I have stalled while in an intersection. My cars transmission stopped working the other day and it was towed to dealership where they diagnosed it as the covered TCM. The dealer replaced the TCM but the transmission is still broken but they have no idea why. Now they want 7 hours of labor to be authorized to diagnose the issue? How long does it take to remove a transmission and why should I pay for it when there is obviously issues with these. I drive 8k miles a year max and am not rough on my cars by any means. The issue is this car is a piece of shit, Ford does not care about its product and now wants more \$ from me on a car that is practically worthless because with a 2 star rating, no one wants them. I was told by the dealership that this engines' transmission should last the life the of the car and more because of its special design. They do not even know what a new transmission would cost because they never have had to replace one. How can you tell me that the part that controls the transmission was broken but that the other damage is not related to that? WTF – you only

warrantee one part but don't think that the other parts are effected by this defective part. If this is not covered, will be suing Ford for any out of pocket expensive and will not be quite about it with every social media outlet available to me. I may even call a local I team investigation from the new for help. Typically, hitting them back in the pocket book is the only way to get noticed. They have one chance to make this right first so – DO THE RIGHT THING.

March 4, 2019

T Stroud



Hello,
Does this extended warranty 14M02 include just reprogramming the TCM when needed or is it only for replacing the TCM? Any help would be appreciated.
Thank-you.

Mr. Stroud

January 31, 2019

TPR



You will not be covered. Ford has made it clear to me that they will not stand behind their product and repair nor replace my 2014 death machine that has a mere 32k miles now that the 5 year warranty has run out.

I was driving peacefully along the road last week, when I was almost killed (once again) because my top-of-the-line Titanium lost complete power and stopped dead (no pun intended), nearly causing a ten-car pileup behind me.

Ford had already replaced the transmission (after lying, telling me it would be new, yet it was a refurbished/junk part), and I had had the clutch and TCM serviced a dozen times.

There is now a new recall re: the fuel system that is said to be causing this loss of power mid-driving, yet Ford

refuses to honor this brand-new recall, claiming this did not cause the dead car.

So, Ford has caused me to lose close to \$30k by my trusting in them and "investing" in Ford's abominable excuse for an auto. Ford recently stated, in response to this latest life-threatening, incredibly dangerous and frightening, mid-traffic dead-stop "Your 5-year warranty is over and the fact that it no longer drives has nothing to do with the TCM nor the fuel system, so we're not repairing it. It'll cost you \$2,200 to replace the shift fork." 5-years or 60k miles, whichever comes first? What a hoot. 30,000 miles, and I've told them since week one that it was faulty, yet they've consistently brushed it off with deliberate deception, chalking the ailing heap of metal up to my lack of properly allowing the car to "familiarize itself with my driving style". Really?

How does the CEO of Ford, James Hackett, sleep at night, and how do any of the employees live with themselves by towing his line and force-feeding us his lies, causing our investments to plummet in value at an alarming rate, while risking our lives and the lives of countless innocents – both our passengers and travelers in other cars in alike. Shame on all of you. There is no longer a place for the sleaze of Ford and the slime of James Hackett in this society. Step down. Shutter your doors while you learn how to not only build a quality vehicle but to rebuild a company based on integrity, honor and solid customer satisfaction. Until that time, buh-bye. See you in court.

January 3, 2019

akram ghazounai



Hello ,

My car is ford focus se 2014 has only 49500 miles and the vin number is 1FADP3K28EL281909.

I bought this car 2 years ago from insurance company. The car was totaled due to Vehicle theft. The car never been in a car accident and all the engine and transmission are originally made by Ford Motor

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Company. The car now has a restored title from California DMV and I been driving the car for almost one year. The car has now two recalls. One is Ford Recall Number: 16S30 and the second is Field Service Action Number: 14M02 FSA for TRANSMISSION CONTROL MODULE EXTENDED WARRANTY COVERAGE. I contacted my closest ford dealer but they denied to cover the recall for transmission. Since the car never been in a car accident and the current mileage of the car is 49500 miles , I am asking ford service to fix the two recall services for my car. The two recall are safety issues that caused by Ford Motor Company. I contacted Tuttle -Click Ford Lincoln at Auto center Drive Irvine ca 92618. The service manager, Dan Smith, denied the coverage of my car for 14M02 fsa due that my car has blended title.I explained to him that my car never been in car accident and was totaled due a theft but he said that he can not do nothing for my car. He said My car is not included under the extended warranty and I have to contact ford motor company. Please help
My car is ford focus se 2014 has only 49500 miles and the vin number is 1FADP3K28EL281909

September 26, 2018

oemdtc Author



The 16S30 recall the have to cover, the 14M02 dealers will not cover on a salvaged vehicle.

September 26, 2018

akram ghazounai Author



Why it say Affected title branded and salvaged vehicles are eligible for 14M02 this service action.

September 27, 2018

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oemdtc Author



If it does, then show it to the dealer, and they should cover it. Most of the time Warranty related Field Actions are not covered for Salvaged Vehicles.

September 27, 2018

akram ghazounai Author



VIN: 1FADP3K28EL281909

FSA Title: TRANSMISSION CONTROL MODULE
EXTENDED WARRANTY COVERAGE

Field Service Action Number: 14M02

September 27, 2018

Andri hendrawan



I have a 2014 ford fiesta, after replace battery tranmission malfunction, how to reset manual?

August 18, 2017

oemdtc Author



I would have the car checked out at a shop, changing the battery shouldn't do anything to your transmission.

August 18, 2017

Max Shiau



Ford has replaced my 2014 Fiesta tiatanuim dual clutch 3 times in the past 2.5 years of ownership. The clutch has always burned out to service limit immaturity and

require replacements. The classic sign are shudder and loss of power during gear change and rev flair during gear change.

I would like to know if this procedure will still be covered once the 5 year powertrain warranty runs out and would it then fall under the 14M02 bulletin.

The guys at Ford customer support assured me it will, and it is now still under TSB 160109b just because it is 2014 car and still has the powertrain warranty.

Is what they are saying correct? Or will i be spending \$1300 dollars every 20,000km after 2019 for a new set of clutches?

August 9, 2017

Max Shiau



Just read the pdf file above and i would like to refrain my question comment.

Will my clutch replacement be covered under 14M02; 150k of 10 years after the 14M01 100k of 7 years runs out.

August 10, 2017

Lynn Jarmuzek



I have a 2013 Ford Focus. The TCM just went out ????. Will it be covered under the power train warranty?

July 31, 2017

oemdtc Author



You will have to check with the Ford Dealer.

July 31, 2017

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File a Vehicle Safety Complaint with NHTSA

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Ford Lincoln & Mercury VIN Decoder

<https://vpic.nhtsa.dot.gov/decoder/Decoder>

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