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Ford Motor Company  
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April 19, 2010

**TO:** All U.S. Ford and Lincoln Mercury Dealers

**SUBJECT: DEMONSTRATION / DELIVERY HOLD - Customer Satisfaction Program  
10B15**

Certain 2010 Model Year Fusion and Milan and Certain 2009 and 2010 Model Year Escape and Mariner Vehicles Equipped with 6F35 Transmission Powertrain Control Module Reprogramming

### **PROGRAM TERMS**

This program will be in effect through April 30, 2011. There is no mileage limit for this program. All affected vehicles identified in OASIS are eligible for this service action.

### **AFFECTED VEHICLES**

Certain 2010 model year Fusion and Milan vehicles built at the Hermosillo Assembly Plant from Job #1 through March 8, 2010 and certain 2009 and 2010 model year Escape and Mariner vehicles built at the Kansas City Assembly Plant from Job #1 2009 through February 25, 2010. All affected vehicles are equipped with 6F35 transmissions. Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available by April 19, 2010.

### **REASON FOR THIS PROGRAM**

In some of the affected vehicles, the transmission solenoid regulator valve bore may wear. The function of a solenoid regulator is to provide regulated fluid pressure to the shift solenoids. Wear in the solenoid regulator bore causes low clutch pressure and results in transmission slips/harsh shifts. Continued driving with this condition may cause premature wear on the clutches. This may eventually lead to a loss of 4<sup>th</sup> through 6<sup>th</sup> gears and ultimately loss of transmission function.

### **SERVICE ACTION**

Before demonstrating or delivering any of the vehicles involved in this program, dealers are to reprogram the PCM to the latest calibration using IDS release 65.17 and higher or 66.03A and higher. This calibration will reposition the solenoid regulator valve to eliminate bore wear. If the vehicle has accumulated more than 7,000 miles, dealers are to verify that the transmission clutches are holding properly by performing a Transmission Load Test and monitoring the Turbine Speed Sensor (TSS). If necessary, dealers are to repair the transmission by replacing the valve body, overdrive clutch, and forward clutch. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**NOTE:** Less than 2% of the affected vehicles are expected to require transmission repairs after the PCM has been reprogrammed.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to begin mailing April 30, 2010. Dealers should repair any affected vehicles that arrive at their dealerships, 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 – Powertrain Control Module Reprogramming
- Attachment IV: Technical Information – Transmission Repair
- Owner Notification Letter

**QUESTIONS & ASSISTANCE**

Special Service Support Center (Dealer Assistance Only) .....1-800-325-5621  
Special Service Support Center (Parts Ordering) .....1-800-207-2444

Sincerely,



Michael A. Berardi

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**OASIS ACTIVATED?**

Yes, OASIS will be activated on April 19, 2010.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> by April 19, 2010. Owner names and addresses will be available by May 31, 2010.

**NOTE:** Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

**STOCK VEHICLES**

Correct all affected units in your new vehicle inventory before delivery.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

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

**RELATED DAMAGE**

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this service action performed on a timely basis.

**NOTE:** If the transmission is contaminated and damaged to the point that complete transmission overhaul is necessary, dealers must perform a Cost Cap Analysis using the Cost Cap Tool found on the Professional Technician Society (PTS) Website.

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**ADDITIONAL LABOR TIME**

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

**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 October 31, 2010.
- Dealers are also authorized 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 low regulated fluid pressure to transmission clutches (burnt or slipping) and/or replacement of the transmission valve body.

**RENTAL VEHICLES**

In most cases, a rental vehicle will not be required. If a customer's vehicle requires a transmission repair and it is necessary to order parts, Ford will pay for up to two days of vehicle rental except for fuel and insurance which will be at the owner's expense. The parts order must be an emergency order (unit down) if the order is placed between 3:00 PM and 7:00 PM (your local time zone) to guarantee next day delivery. Prior approval for additional rental days is required from the Special Service Support Center (1-800-325-5621). Rentals should be provided only while the vehicle is at the dealership for part replacement. Follow Extended Service Plan (ESP) guidelines for rental dollar amounts. Enter the word "RENTAL" plus the number of days the vehicle was used in the Miscellaneous Expense area of the recall claim form.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Refund Claiming Information (Submit on separate repair line.)
  - Program Code: 10B15
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.

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**CLAIMS PREPARATION AND SUBMISSION (Continued)**

- 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. If a repair is performed on the same visit, the repair and refunds should be submitted on separate repair lines.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the word "RENTAL" plus the number of days the vehicle was used in the Miscellaneous Expense area.
- PROGRAM TERMS: This program will be in effect through April 30, 2011. There is no mileage limit for this program.

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**LABOR ALLOWANCES**

Description	Labor Time	Labor Operation
<b>Vehicles Under 7,000 Miles:</b> Reprogram the PCM	0.3 Hours	10B15B
<b>Vehicles over 7,000 Miles:</b> Reprogram the PCM and Perform Transmission Load Test	0.6 Hours	10B15C
<b>Vehicles That Failed Transmission Load Test:</b> Reprogram the PCM, Perform Transmission Load Test, Repair Transmission and Post Repair Test Drive <ul style="list-style-type: none"> <li>• 2010 Fusion, Milan 2.5L FWD..... 10.2 Hrs.</li> <li>• 2010 Fusion, Milan 3.0L FWD..... 12.1 Hrs.</li> <li>• 2010 Fusion, Milan 3.0L AWD ..... 14.6 Hrs</li> <li>• 2009-2010 Escape, Mariner 2.5L 4X2..... 8.8 Hrs.</li> <li>• 2009-2010 Escape, Mariner 2.5L 4X4 ..... 9.4 Hrs.</li> <li>• 2009-2010 Escape, Mariner 3.0L 4X2 ..... 9.2 Hrs.</li> <li>• 2009-2010 Escape, Mariner 3.0L 4X4..... 9.9 Hrs</li> </ul>		10B15D

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Note: Less than 2% of the affected vehicles are expected to require parts.

To manage part availability, dealers must contact the Special Service Support Center parts order line at 1-800-207-2444 (except for transmission fluid and silicone sealant). Dealers will receive a DOES II message when part requirements can be ordered through normal order processing channels.

When calling to place an order for any of the parts in the chart below please be prepared to provide Dealer P&A Code, VIN, and Mileage.

Part Number	Description	Quantity
9L8Z-7153-G	Transmission Repair Kit (Forward clutches, O/D clutches, seals and gaskets)	1
9L8Z-7A100-C	Transmission Valve Body	1
TA-29	Motorcraft® Silicone Sealant	1
XT-10-QLV	Motorcraft® MERCON® LV Automatic Transmission Fluid	9 qts
AL8Z-7H424-A	PTU Link Shaft Seal (AWD Vehicles Only)	1
7E5Z-7086-A	PTU Compression Seal (AWD Vehicles Only)	1

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**PARTS REQUIREMENTS / ORDERING INFORMATION (Continued)**

The DOR/COR number for this service action is 50418.

Questions regarding parts should be directed to the Special Service Support Center parts order line (1-800-207-2444) or E-mailed to: [Ford@Renkim.com](mailto:Ford@Renkim.com).

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Affected transmission parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC). Refer to your daily PEARS (Parts Entry and Return System) register for part disposition and return instructions.

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

**EXCESS STOCK RETURN**

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