

6F35 TRANSMISSION—RECREATIONAL TOWING— VEHICLE WITH ALL 4 WHEELS ON THE GROUND— EXPANDED GUIDELINES TO PREVENT TRANSMISSION DAMAGE

TSB 09-20-13

FORD:

2010 Fusion
2009-2010 Escape

MERCURY:

2010 Milan
2009-2010 Mariner

ISSUE

Some 2009-2010 Escape, Mariner, 2010 Fusion and Milan vehicles equipped with a 6F35 automatic transmission, may experience transmission shift concerns after towing the vehicle with all 4 wheels on the ground (Flat tow) such as behind a motor home or a truck. The transmission shift concern may be caused by heat build up in the transmission due to the transmission fluid level being too high, towing speeds above 65 MPH (105 Km/h) and/or not stopping to run the engine at idle for 5 minutes every six hours or less, to cool the transmission.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

There are specific instructions listed in the Owner Guide that must be followed to recreational tow/flat tow a vehicle with all 4 tires on the ground.

Advise customers of the following expanded recreational towing guidelines.

1. Transmission fluid level must be checked at operating temperature of 185 °F - 200 °F (85 °C - 93 °C), per Workshop Manual (WSM), Section 307-01. At this temperature, adjust fluid level between minimum line and the minimum hole at the bottom of the hash marks on dipstick. This level is within the safe operating fluid level and does not require the customer to have the fluid level readjusted after flat tow operation. (Figure 1)

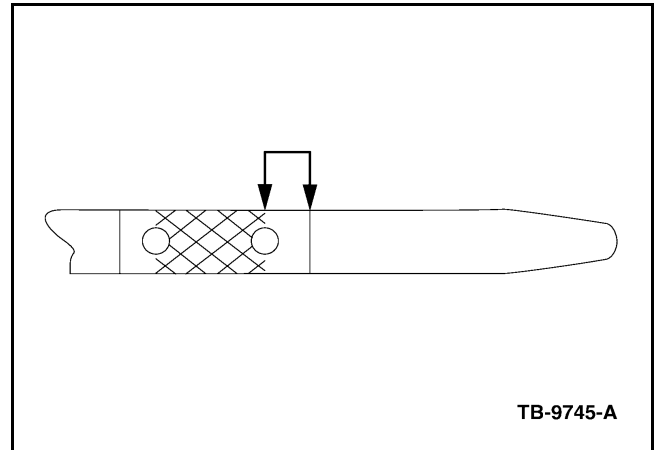


Figure 1 - Article 09-20-13

2. Maximum towing speed is 65 MPH (105 Km/h).
3. Do not flat tow the vehicle for greater than 6 hours at a time.
4. Start and run the engine for:
 - a. 5 minutes before towing each day
 - b. 5 minutes every 6 hours or less.
 - c. While running the engine at idle for 5 minutes, with foot on the brake, shift through all gears.

These guidelines are designed to prevent damage to the transmission due to overheating.

If setting the fluid level for a customer that will be recreational (flat) towing the vehicle, set the level between minimum line and the minimum hole at the bottom of the hash marks on dipstick (Figure 1) per WSM Section 307-01.

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

TSB 09-20-13 (Continued)

NOTE

THERE IS A SIGNIFICANT DIFFERENCE IN TRANSMISSION DIPSTICK READINGS BETWEEN A COLD TRANSMISSION AND A TRANSMISSION AT OPERATING TEMPERATURE. FAILURE TO CHECK TRANS FLUID LEVEL AT TRANS OPERATING TEMPERATURE, PER WSM SECTION 307-01 MAY RESULT IN DAMAGE TO THE TRANSMISSION.

If the vehicle is a 2009 Escape or Mariner and built on or before 10/28/2008 the dipstick does not have Minimum - Maximum lines outside of hash marks, then replace dipstick.

PART NUMBER	PART NAME
9L8Z-7A020-B	Transmission Dipstick

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage
IMPORTANT: Warranty coverage limits/policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

OPERATION	DESCRIPTION	TIME
MT092013	Use SLTS Operations If Available; Claim Diagnosis Or Labor Performed As Actual Time.	Actual Time

DEALER CODING

BASIC PART NO.	CONDITION CODE
7000	42