



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue, SE  
Washington, DC 20590

September 06, 2018

[REDACTED]

Chicago, IL [REDACTED]

NEF-109 nam  
Ref. No. 11121390

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2015 Ford Focus vehicle. The Illinois Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Please note that your dealer did not repair your vehicle's transmission under a recall. In addition, there are no automatic transmission recalls for MY 2015 Ford Focus vehicles at this time. According to the repair order you provided, the dealer used the procedure outlined in a Ford technical service bulletin (TSB) 16-0109 to repair the transmission (enclosed). At the time of the repair, your vehicle was still under the 5 year/60,000-mile power train warranty and you were not charged. In your complaint to the Attorney General, you indicate that your vehicle currently has 63,000 miles. Your vehicle exceeds the power train warranty by 3,000 miles and is no longer eligible for a free repair. It appears that Ford has offered to repair your vehicle in goodwill, if you agree to a partial payment of \$1000.00, which we feel is reasonable.

ODI is monitoring all available data concerning allegations of reduced power, shifting problems, and stalling in MY 2011 through MY 2016 Ford Focus vehicles equipped with dual clutch semi-automatic transmissions. However, no determinations have been reached at this time. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, an explanation of NHTSA's investigation and recall process is on our website at [www-odi.nhtsa.dot.gov/recalls/recalls/recallprocess.cfm](http://www-odi.nhtsa.dot.gov/recalls/recalls/recallprocess.cfm).

Since your vehicle has not been recalled, NHTSA does not have the authority to require Ford to repair your vehicle free of charge. You may consider contacting a local Consumer Protection Agency or a private attorney for assistance. You can also ask your dealer for a meeting with a Ford district manager to discuss your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,



Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure

**FORD:**

2011-2015 Fiesta

2012-2016 Focus

This article supersedes TSB **15-0120** to update the vehicle model years, Service Procedure and Part List.

**ISSUE**

Some 2011-2015 Fiesta vehicles built on or before 10/15/2014 and 2012-2016 Focus vehicles equipped with a DPS6 automatic transmission may exhibit excessive transmission clutch shudder on light acceleration. Some vehicles may or may not exhibit transmission fluid leaking from the clutch housing.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

Confirm that FSA 15B22 has been completed, if it is open in OASIS; perform the action to update the PCM/TCM prior to the action in this bulletin.

Refer to Workshop Manual (WSM), Section 307-01 for 2012-2016 Focus and 2014-2015 Fiesta. For 2011-2013 Fiesta refer to WSM, Section 307-11.

When referred to the WSM all steps listed in the WSM must be performed.

**NOTE: PERFORMING THE SERVICE ROUTINES WILL CLEAR ADAPTIVE STRATEGY. FAILURE TO PERFORM ALL STEPS OF THE IDS ROUTINES MAY RESULT IN ERRATIC SHIFTS AND DRIVEABILITY CONCERNS.**

1. Using IDS follow the WSM Diagnosis and Testing, Diagnosis by Symptom, Pinpoint Test A (All Focus and 2014-15 Fiesta) or Pinpoint Test N (2011-2013 Fiesta) - Clutch Shudder on Acceleration to diagnose shudder.
  - a. Save and upload IDS Datalogger Session Data.
  - b. For clutch replacement retrieve repair validation code (RVC).
  - c. New vehicles with less than 1600 km (1000 miles) have not fully completed the clutch friction green clutch break-in period that is required before attempting to replace the clutch or hardware.
  - d. Vehicles built on 6/6/2013 or later have the improved transmission input shaft seals that are unlikely to experience leaks and should only be replaced if leaking.
2. If the clutch is replaced, use IDS to reprogram the PCM/TCM to the latest calibration using IDS release 101.04 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at [www.motorcraftservice.com](http://www.motorcraftservice.com).
  - a. IDS software updates have been made to streamline the process and improve DPS6 Shudder diagnostics and reprogramming.
  - b. Adjust the vehicle clock as required, it may have lost time during the reprogramming process.

Transmission differential seal plugs are now released and should be installed during transmission removal and while performing bench repairs to reduce/eliminate the loss of transmission fluid.

NOTE: The information contained 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.

PART NUMBER	PART NAME
EV6Z-7052-C	Focus Seal Kit - (Figure 1) Required For All Clutch And Seal Repairs
EV6Z-7052-D	Fiesta Seal Kit - (Figure 1) Required For All Clutch And Seal Repairs
FA6Z-7B546-A	Dual Clutch Assembly Kit -Fiesta Built On Or After 1/13/2011
FA6Z-7B546-B	Dual Clutch Assembly Kit - Fiesta Built On Or Before 1/12/2011
F1FZ-7B546-B	Dual Clutch Assembly Kit - Focus
AE8Z-7007-A	Engine-to-Transaxle Separator Plate – 1.6L
XT-11-QDC	Motorcraft® Dual Clutch Transmission Fluid
PM-4-A	Motorcraft® Metal Brake Parts Cleaner
XL-2	Motorcraft® High Temperature Nickel Anti-Seize Lubricant
F1FZ-7H183-A	Differential Seal Plug (2-req, can be used for multiple repairs)
BE8Z-6731-AB	Motorcraft® Oil Filter FL-910S
XO-5W20-QSP	Motorcraft® SAE 5W-20 Premium Synthetic Blend Motor Oil (1-quart)
1S7Z-6840-AA	Oil Filter Adapter Gasket - Focus
BE8Z-6L621-A	Oil Cooler Assembly Seal-Fiesta (As Needed)

OPERATION	DESCRIPTION	TIME
160109A	2012-2016 Focus/2011-2015 Fiesta DPS6: Perform Pinpoint Test Per WSM Procedure, Release The Vehicle, Within Expected Limits (Do Not Use With Any Other Labor Operations)	0.6 Hr.
160109B	2012-2016 Focus/2011-2015 Fiesta DPS6: Perform Pinpoint Test Per WSM Procedure, Outside Of Expected Limits Retrieve RVC Code, Requires RVC Code (Do Not Use With Any Other Labor Operation Except C Or D)	0.6 Hr.
160109C	2011-2015 Fiesta DPS6: Replace Clutch, Includes Reprogram The PCM/TCM, TCM Adaptive Learning And Post Road Test, Requires RVC Code (Do Not Use With Any Other Labor Operation Except B)	4.7 Hrs.
160109C	2012-2016 Focus DPS6: Replace Clutch, Includes Reprogram The PCM/TCM, TCM Adaptive Learning And Post Road Test, Requires RVC Code (Do Not Use With Any Other Labor Operation Except B)	5.2 Hrs.
160109D	2011-2015 Fiesta DPS6: Replace Both Inner Input Shaft Seals And Clutch, Includes Reprogram The PCM/TCM, TCM Adaptive Learning And Post Road Test, Requires RVC Code (Do Not Use With Any Other Labor Operation Except B)	5.1 Hrs.
160109D	2012-2016 Focus DPS6: Replace Both Inner Input Shaft Seals And Clutch, Includes Reprogram The PCM/TCM, TCM Adaptive Learning And Post Road Test, Requires RVC Code (Do Not Use With Any Other Labor Operation Except B)	5.7 Hrs.

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage  
 Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**DEALER CODING**

TSB 16-0109 (Continued)

BASIC PART NO.	CONDITION CODE
7B546	42

**SEAL KIT CONTENTS**

<b>Focus Seal Kit (EV6Z-7052-C)</b>	<b>Kit Qty</b>	<b>Part Number</b>
Input Shaft Seal Inner	1	AE8Z-7052-D
Clutch-To-Hollow Input Shaft Snap Ring	1	AE8Z-7064-A
Input Shaft Seal Outer	1	AE8Z-7048-C
Clutch Snap Ring (Replace If Reusing Original Clutch)	1	AE8Z-7064-B
Transaxle Input Shaft/Spline Lubricant	1	9U7Z-19A506-BA
Flexplate-To-Clutch Nut	6	W705448-S441
Bearing Retainer Strap	1	YS4Z-3N324-AA
Bearing Retainer Strap Nut	2	W520102-S442
Halfshaft Seal Kit	2	AE8Z-1S177-B
Ball Joint Bolt	2	W715491-S442
Ball Joint Nut	2	W520415-S442
<b>Fiesta Seal Kit (EV6Z-7052-D)</b>	<b>Kit Qty</b>	<b>Part Number</b>
Input Shaft Seal Inner	1	AE8Z-7052-D
Clutch-To-Hollow Input Shaft Snap Ring	1	AE8Z-7064-A
Input Shaft Seal Outer	1	AE8Z-7048-C
Clutch Snap Ring (Replace If Reusing Original Clutch)	1	AE8Z-7064-B
Transaxle Input Shaft/Spline Lubricant	1	9U7Z-19A506-BA
Flexplate-To-Clutch Nut	6	W705448-S441
Bearing Retainer Strap	1	YS4Z-3N324-AA
Bearing Retainer Strap Nut	2	W520102-S442
Halfshaft Seal Kit	2	AE8Z-1S177-B
Exhaust Gasket	1	2S6Z-9450-A
Exhaust Nut	2	W703662-S403
Ball Joint Bolt	2	W709618-S442
Ball Joint Nut	2	W520203-S442

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Figure 1 - Article 16-0109