

APR 10 2019

CL-11192377-1707

Hello,

I wanted to update some of the information on the complaint I filed (NHTSA ID Number: 11192377) about my transmission slipping / stuttering.

I brought my Ford Focus (1FADP3F28EL1 [REDACTED]) to the dealer and they said my clutch assembly failed and needed to be replaced after only 52,298 miles. The symptoms are exactly the same as everyone else's complaints on this problem, and there have been multiple TSBs issued to try to resolve their poorly designed transmission. Unfortunately for myself (and I'm sure a lot of other Ford Focus owners) this is not covered under their extended warranty - even though it should be a part of their CSP 14M01. CSP 14M01 was initiated to address this exact issue. Unfortunately Ford refuses to include my car because it was assembled in October 2013 and their CSP only goes from August 1st 2010 - June 5th 2013.

I called and talked to the Corporate Ford Service Line and they were not helpful with my transmission problems at all.

The service manager at the Ford dealership I brought my car to thinks it's ridiculous that my clutch failed after 52,298 miles. Unfortunately there was nothing that he could do to help cover the cost of replacement.

I believe a recall / extended warranty should be extended for vehicles experiencing the same issue as mine even if they were assembled after June 5th 2013. Having a transmission slip out of gear / shudder / stutter while driving creates an extremely dangerous and unnecessary risk to the safety of myself and others driving around me.

Please let me know of any questions. Thank you.

[REDACTED]

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4.11.19
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March 29, 2019 NHTSA ID NUMBER: 11192377

Components: POWER TRAIN

NHTSA ID Number: 11192377

Incident Date March 27, 2019

Consumer Location GREGORY, MI

Vehicle Identification Number 1FADP3F28EL****

Summary of Complaint

CrashNo

FireNo

Injuries0

Deaths0

TL THE CONTACT OWNS A 2014 FORD FOCUS. WHILE DRIVING 65 MPH, THE TRANSMISSION DOWNSHIFTED AND THE VEHICLE LOST ACCELERATION. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE DEALER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS 52,000.



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

August 16, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program **14M01 – Supplement #6**
Certain 2011 through 2014 Model Year Fiesta and Focus Vehicles Equipped with a
DPS6 Automatic Transmission
Transmission Clutch Shudder / Transmission Input Shaft Seal Warranty Extension

REF: Technical Service Bulletin (TSB) **16-0109** – DPS6 Automatic Transmission -
Excessive Transmission Clutch Shudder and/or Transmission Fluid Leak

New! REASON FOR THIS SUPPLEMENT

- **Service Procedure:** The Workshop Manual has been updated with enhanced diagnostics to determine if clutch replacement is required. Additionally, the cleaning procedure and prior approval for clutch replacement have been removed.
- **Repair Validation Code:** When replacing the clutch, a repair validation code (RVC) is now required to be entered on the claim.

New! PROGRAM TERMS

This program extends the coverage of the DPS6 Transmission input shaft seals, clutch and transmission software calibration to seven (7) years of service or 100,000 miles from the warranty start date of the vehicle, whichever occurs first. If a vehicle has already exceeded the mileage limits, this coverage will last through January 31, 2015. Coverage is automatically transferred to subsequent owners.

NOTE: This program **DOES NOT** apply to vehicles that qualify for repairs under the New Vehicle Limited Warranty Powertrain coverage. Repairs for vehicles covered by New Vehicle Limited Warranty Powertrain coverage should be claimed using the Labor Operation Codes provided in TSB **16-0109**.

VEHICLES COVERED BY THIS PROGRAM

Certain 2011 through 2014 model year Fiesta vehicles equipped with a DPS6 transmission built at the Cuautitlan Assembly Plant from November 3, 2009 through June 5, 2013, and certain 2012 through 2014 model year Focus vehicles equipped with a DPS6 transmission built at the Michigan Assembly Plant from August 1, 2010 through June 5, 2013. Affected vehicles are identified in OASIS.

NOTE: Vehicles having a build date of June 6, 2013 or later have improved transmission input shaft seals that are not likely to experience leaks.

REASON FOR PROVIDING ADDITIONAL COVERAGE

Some of the affected vehicles may exhibit excessive transmission clutch shudder during light acceleration. These issues may be due to fluid contamination of the clutch caused by leaking input shaft seals. Vehicles may or may not exhibit transmission fluid leaking from the clutch housing.

My Focus (and a lot of others after Google search) have this same problem, but aren't being covered by this CSP 14M01. Ford should pay for their defective transmissions, not the consumer!

Even if my "input shaft seal" is improved, I still experienced the same violent transmission shudder/slipping!

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New! SERVICE ACTION

If an affected vehicle exhibits this condition and is beyond New Vehicle Limited Warranty Powertrain coverage, dealers are to perform diagnosis and repairs consistent with TSB 16-0109. This service must be performed at no charge to the vehicle owner.

NOTE: As of August 16, 2016, if 15B22 is open in OASIS, dealers should complete 15B22 prior to performing 14M01.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters were mailed beginning the week of July 28, 2014. Dealers should repair any affected vehicles that exhibit excessive transmission clutch shudder during light acceleration, or transmission fluid leaking from the clutch housing, 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: (Removed)
Attachment V: DPS6 TSB/FSA Warranty Coverage Summary
Attachment VI: Claiming Instructions for Parts Delay Greater than 30 Days
Owner Notification Letter with Attachment of Normal Operation of DPS6

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

Gregory, MI

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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

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