



11192377-----

Date: Thursday, April 11, 2019 3:35:33 PM
Attachments: [11192377 - \[REDACTED\].pdf](#)

From: DataQuality, DataQuality (NHTSA)
Sent: Thursday, April 11, 2019 2:54 PM
Subject: FW: Follow up to ODI Complaint ----- 11192377-----

Questionnaire

From: [REDACTED]
Sent: Thursday, April 11, 2019 5:58 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Cc: [REDACTED]
Subject: RE: Follow up to ODI Complaint ----- 11192377-----

Feel free to call / email with any questions.

Thank you.



----- Forwarded Message -----

From: EVOQ (NHTSA) <EVOQ@dot.gov>
To: [REDACTED]
Sent: Wednesday, April 10, 2019, 11:53:57 AM EDT
Subject: FW: Follow up to ODI Complaint ----- 11192377-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
29-MAR-2019	Reference No. 11192377

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: GREGORY State: MI Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
Evening Telephone Number: [REDACTED]
E-mail Address: [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FADP3F28E [REDACTED]	Make FORD	Model FOCUS	Model Year 2014
Date Purchased 2/9/17	Dealer's Name and Telephone Number Bob Maxey Ford		Engine: No: Cylinders 4
Original Owner <input type="checkbox"/>	Dealer's City Howell	State MI	Zip Code 48843
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 2.0L	Multiple Failure: Transmission Clutch
			Incident Date(s) 27-MAR-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN	Failure Mileage 52000 52,298	Failure Speed 65
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

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~~ 52,298 miles

* The vehicle also experienced extreme shuddering/stuttering. The vehicle was brought into the dealer & they replaced a failed clutch assembly.

* Please see attached documents. Call with any questions.
Thank You, [REDACTED]

Include, if available: Police/Fire Department Report, Photo, or other documentation. NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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 (1FADP3F28EL[REDACTED]) to the dealer and they said my clutch assembly failed and needed to replace it 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 warrantee 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]



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

Ford Motor Company
P. O. Box 1804
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 price 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 vehicle experienced these same exact symptoms, even with Ford's "improved transmission input shaft seal". A clutch on a vehicle should not fail after 52,300 miles. Ford should be held responsible for all Ford Focus defective transmissions/clutches!

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