

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [REDACTED]
Subject: ODI# 11352460
Date: Friday, September 4, 2020 11:19:40 AM

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NHTSA Safety Issue ID: 11352460

Good Morning,

In reference to NHTSA Safety Issue ID: 11352460. Please add the below information.

I have been in contact with the dealer. They replaced the TCM which was under a recall but the issue is not fixed. They have given me a quote of up to \$3,000 to fix the issue. They checked current recalls and claim there is not an active recall for the issue. I called Ford customer support and was provided Customer Satisfaction Program #: 20B23 (Replacement of Clutch Activator Motor).

I provided this information to the dealer however they said my vehicle does not qualify for this program because it does not have the error codes listed in the program. They provided a screenshot of the program description (attached) which lists error codes P0809, P0805, P087A, P087B, P0806, P0900, and P090D. According to the dealer, my vehicle has error codes P087E and P287A. My issue is clearly related to this issue in the customer satisfaction program and documented in current class action lawsuits, however, I am being told it doesn't qualify.

[REDACTED] 233.9KB

[REDACTED]
Quality Control Analyst



8300 Greensboro Drive, Suite 600, McLean, VA 22102

240-247-8812 (Desk) | 240-241-5625 (Fax) | www.telesishq.com

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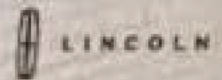
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TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 20B23 – Supplement 1**
 Certain 2016 through 2017 Model Year Focus equipped with a DPS6 Automatic Transmission
 Replacement of Clutch Actuator Motors

New REASON FOR THIS SUPPLEMENT

- *Clutch Actuator Motors are now available through normal ordering process.*

PROGRAM TERMS

This program will be in effect through July 31, 2021. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Focus	2016-2017	Michigan	June 1, 2016 through September 1, 2016

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In some of the affected vehicles, customer may report erratic shifting, missed gear shifting, vibration, and check engine light illumination with one or more of following codes P0809, P0805, P087A, P087B, P0806, P0900 or P090D, due to the clutch actuator motor failure.

SERVICE ACTION

Dealers are to replace both clutch actuator motors. This service must be performed on all affected vehicles at no charge to the vehicle owner.

New **OWNER NOTIFICATION MAILING SCHEDULE**

Parts to repair this condition are currently not available in sufficient quantities to service all the affected vehicles. *Owner letters are expected to be mailed week of August 31, 2020.* 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
- Owner Notification Letters

605 1800 392-3273
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