

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                                                     |  |                                                                  |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------------|--|
| U.S. Department of Transportation<br><b>National Highway Traffic Safety Administration</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  | <b>Vehicle Owner's Questionnaire</b><br><b>To Report Vehicle Safety Defects</b><br><b>1-888-DASH-2-DOT</b><br><b>(1-888-327-4236)</b><br><b>INTERNET: www.nhtsa.dot.gov/hotline</b> |  | FOR AGENCY USE ONLY 100148                                       |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | Date Received<br>03-SEP-2020                                                                                                                                                        |  | Repository <input type="checkbox"/><br>Reference No.<br>11352938 |  |
| <b>OWNER INFORMATION (Type or Print)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |                                                                                                                                                                                     |  |                                                                  |  |
| Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | Address                                                                                                                                                                             |  | Daytime Telephone Number                                         |  |
| City                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | State                                                                                                                                                                               |  | Evening Telephone Number                                         |  |
| HILLSBORO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | IL                                                                                                                                                                                  |  | Zip Code                                                         |  |
| 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).                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                                                                                                                                     |  |                                                                  |  |
| <b>VEHICLE INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                                                                                                                                                                                     |  |                                                                  |  |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  | Make                                                                                                                                                                                |  | Model                                                            |  |
| 3FADP48J7HM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  | FORD                                                                                                                                                                                |  | FIESTA                                                           |  |
| Date Purchased                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  | Dealer's Name and Telephone Number                                                                                                                                                  |  | Engine:                                                          |  |
| 4-4-2017                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | Auffenberg Ford 622-4519<br>618-632-0090                                                                                                                                            |  | No: Cylinders                                                    |  |
| Original Owner <input checked="" type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  | Dealer's City                                                                                                                                                                       |  | Fuel Type:                                                       |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | Belleville                                                                                                                                                                          |  | Gas                                                              |  |
| Transmission Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  | State                                                                                                                                                                               |  | Zip Code                                                         |  |
| Automatic                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | IL                                                                                                                                                                                  |  | 62220                                                            |  |
| <input checked="" type="checkbox"/> Antilock Brakes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  | Powertrain                                                                                                                                                                          |  | Multiple Failure:                                                |  |
| <input checked="" type="checkbox"/> Cruise Control                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                                                                                     |  | Incident Date(s)                                                 |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                                                     |  | 28-AUG-2020                                                      |  |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                                                     |  |                                                                  |  |
| Vehicle Component Code: 100000 POWER TRAIN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                                                                                                                                                                                     |  | Failure Mileage                                                  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                                                     |  | 65000                                                            |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                                                     |  | Failure Speed                                                    |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                                                     |  | Various                                                          |  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                                                                                                     |  |                                                                  |  |
| Tire Make                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | Tire Model (Name or Number)                                                                                                                                                         |  | Tire Size (Example P215/65R15)                                   |  |
| DOT No. (Example: DOTM19ABC036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> Prior Repair                                                                                                |  | Failure Location:                                                |  |
| Tire Component Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                                                                                                                                                                                     |  | Tire Failure Type:                                               |  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                     |  |                                                                  |  |
| Make:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  | Date Manufactured:                                                                                                                                                                  |  | Model No./Name:                                                  |  |
| Seat Type:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  | Installation System:                                                                                                                                                                |  |                                                                  |  |
| Child Seat Component Code:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  | Failed Part:                                                                                                                                                                        |  |                                                                  |  |
| <b>APPLICABLE INCIDENT INFORMATION</b><br>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                                                     |  |                                                                  |  |
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                         |  | Number of Persons Injured                                        |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                                                     |  | Number of Deaths                                                 |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                                                     |  | Reported to Police                                               |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                                                     |  | N                                                                |  |
| <b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b><br>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'S DAUGHTER OWNS A 2017 FORD FIESTA. THE CONTACT STATED THAT WHILE HER DAUGHTER WAS DRIVING AT VARIOUS SPEEDS, THE VEHICLE HESITATED AS SEVERAL TRANSMISSION WARNING LIGHTS WOULD APPEAR ON THE INSTRUMENT PANEL. DUE TO THE FAILURE, THE CONTACT'S DAUGHTER HAD THE VEHICLE TOWED TO AUFFENBERG FORD NORTH, INC. (115 REGENCY PARK, O'FALLON, IL 62269) WHERE THE CONTACT WAS INFORMED THAT THE CLUTCH FAILED INSIDE THE TRANSMISSION AND NEEDED TO BE REPLACED. THE CONTACT WAS INFORMED THAT THERE WERE NO RECALLS ON THE VEHICLE. THE MANUFACTURER WAS ALSO NOTIFIED OF THE FAILURE AND REFERRED THE CONTACT TO NHTSA FOR ASSISTANCE. THE VEHICLE HAD YET TO BE REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 65,000. |  |                                                                                                                                                                                     |  |                                                                  |  |
| Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF 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.                                                                                                                                                        |  |                                                                                                                                                                                     |  |                                                                  |  |

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

While driving on the Interstate with Cruise Control set, the RPM's suddenly shot up. I turned the cruise control off and the vehicle slammed down a gear. I drove approx. 5 miles and took the next exit. As I slowed down, the car continued to down-shift extremely hard through the rest of the gears. When I took off from the stop sign, the car wouldn't shift out of first gear. I called Aufferberg Ford North in O'Fallon, IL and had the vehicle towed there. I rec'd a call from "Mark" at Aufferberg telling me that he was fighting with the extended warranty company who would pay for a complete transmission replacement, but not the clutch that is housed in the transmission which was what the problem was.

ATTACH ADDITIONAL SHEETS IF NECESSARY

(cont. page 2)

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**or call:**

**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owners Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)  
(Continued from back of Vehicle Owner's Questionnaire)

Mark proceeded to tell me that the cost out of pocket would be approx \$2600.00. I then called Ford Motor Company World Headquarters in Dearborn, MI (313-322-3000) after researching issues that have occurred in Ford models concerning these same types of complaints. I was told that they would not be able to help me because the VIN on our Ford Fiesta did not match the Customer Satisfaction Resolution (or something to that effect). The Representative stated that Ford was working closely with NHTSA and proceeded to give me the phone number to call. He insisted they could not help me, even though the make/model and year of the vehicle was consistent with all of the articles and complaintant research that I had found regarding this transmission issue. I decided to, once again, pay to have the vehicle towed home, as we could not afford the repairs at this time. I contacted "James" at NHTSA and filed this complaint. I purchased this vehicle for my daughter brand new so that I would not have to worry about her safety or the safety of my two grandchildren. The vehicle is currently sitting in my driveway unrepaired.

## Ford's Fiesta, Focus transmission troubles attract NHTSA's attention, report says

Several members of congress are pushing for a NHTSA investigation into Ford's handling of customer issues with its PowerShift transmissions.

July 24, 2019 12:08 p.m. PT



15



Ford's Focus and Fiesta models have been plagued with transmission issues.

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or PowerShift dual-clutch automatic

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OPEN IN APP



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transmissions.

Way back in 2009, Ford's new Fiesta hit dealer showrooms across the US. It was the first Fiesta to hit the US in decades and it looked better than ever, and its fuel economy figures were seriously impressive. That latter attribute was thanks in large part to their new and innovative dual-clutch automatic transmissions, which Ford called PowerShift, and referred to internally as DPS6.

Here we are 10 years later, and those transmissions are proving to be a massive thorn in not only owners' sides, but increasingly they're becoming an issue for the mothership back in Dearborn. The problems with the transmission include many reports from owners that it will drop into neutral between gears, leading to a lack of acceleration. Other reports state that the cars will lurch forward and shift jerkily.

These issues are so prevalent, and Ford's reaction to owners' complaints have reportedly been so unsatisfactory, that now the US government is looking at getting involved.

Several Democratic congressmen -- including Rep. Frank Pallone of New Jersey, who is on the committee that oversees the National Highway Traffic Safety Administration -- have called for a review of the ongoing situation, the Detroit Free Press reports.

Ford dealers interviewed by the Free Press stated that they hadn't received clear instructions on how to handle customer concerns going forward, or how (or whether) to charge customers for transmission repairs to their PowerShift-equipped vehicles.

Given the likely cost of each individual repair, combined with the sheer number of vehicles equipped with the faulty gearboxes around the US, a forced recall by NHTSA would likely be a very, very expensive proposition for Ford.

## 2014 Ford Fiesta



[See all photos](#)



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# Problematic 2017-19 PowerShift Vehicles



*"They fixed the problem. It's fine now."* Salesmen at dealerships have stated this to buyers when asked if the most recent Focus or Fiesta vehicles will have the same transmission issues as earlier versions. Service technicians have also told owners that the problem is 'fixed' after swapping out a clutch or reflashing the TCM. Even Ford's public relations people have been repeating this idea about 2017 and 2018 models being improved while explaining how the company has moved past their DPS6 transmission issues. As a law firm with over 13,000 Ford clients experiencing transmission issues, that last trend caught our attention. We were left wondering "when?" and, perhaps more importantly "how?" 2017-19 PowerShift vehicles are different.

The history of the DPS6 transmission is filled with overstated and dishonest claims that 'the problem' has been 'fixed.' Various TSBs and Customer Satisfaction Programs have been presented as proactive efforts by Ford to resolve customer 'concerns.' As revealed in the [Detroit Free Press/USA Today](#), Ford has known about problems with the transmission for nearly a decade, before the cars even were first sold to the public. That [report](#) also shows how many different efforts Ford made to fix the issues with the 2011-16 Fiesta and 2012-16 Focus transmission. The expanded warranty coverage recently offered indicates there still isn't a "one-off" resolution for these models. So why does the company claim that the 2017-19s are any different?

The truth is that, even on that issue, Ford is providing mixed messages. When that [bombshell report](#) was published, Ford quietly told [dealerships to provide free repairs on failing vehicles of owners](#) for the week following the article. Beyond the 2011-16 Fiesta and 2012-16 Focus cars brought in for service, though, they also allowed repairs on *2017* models. If the issue was fixed, why would they need to provide this warranty extension?

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# What You Need to Know about Ford's PowerShift Transmission Problems

A primer on owner-reported transmission problems and past and pending lawsuits for alleged defects on Focus and Fiesta models.

BY CLIFFORD ATIYEH JUL 11, 2019



FILE PHOTO / JEFFREY M. HARRIS

- The [2011–2016 Ford Fiesta](#) and the 2012–2016 [Focus](#) have a dual-clutch automatic transmission that is the subject of a class-action lawsuit and many individual lawsuits.
- Nearly two million people who have owned or leased one of the cars with the [PowerShift transmission](#) stand to get at least some repayment for their trouble.
- The settlement is currently being appealed in federal court.



UPDATE 7/11/19: According to internal documents, as reported today by the [Detroit Free Press](#), Ford knew of the PowerShift transmission's inherent problems before production started but went ahead with it, telling dealers "to tell customers that the cars operated normally" when it knew they were problematic. The paper published an email sent in August 2010 by a product development engineer to his supervisors and colleagues in which he said that testers could not "achieve a drivable calibration that will get us to production. The clutch torque delivery **MUST BE IMPROVED!**" That was six months before the 2012 Focus went on the market, the paper noted.

By now it is a well-publicized issue that Ford's PowerShift dual-clutch automatic transmission has caused problems for owners of several model years of its Fiesta and Focus cars. Now, nearly two million customers stand to get repayment for their trouble in a [class-action lawsuit settlement](#) currently before the U.S. Court of Appeals, and it could cost Ford in the billions.

#### RELATED STORY



#### Ford Settles Transmission Lawsuit



The Ford PowerShift transmission in question is found in 2011–2016 [Fiesta](#) and 2012–2016 [Focus cars](#). As described by owners of the vehicles, the primary, recurrent issues are a shuddering feeling while accelerating from a stop—like someone who can't feather the clutch properly on a stick shift—followed by a rough 1-2 upshift that again sends a vibration throughout the vehicle. Owners have reported replacing clutches, output shafts, and entire transmissions. They've come back for software updates. More often than not, as described by owners we've spoken to and on forums across the internet, the problems reappear even after service technicians claim the transmission is within normal factory limits.

## What's the Problem?

In place of a conventional automatic's torque converter, this dual-clutch six-speed transmission uses two clutch packs to couple the engine to the transmission—one that's engaged when an odd gear is selected, the other for evens. Dual-clutch gearboxes typically deliver improved fuel economy and faster shifts than a traditional automatic. But these transmissions also tend to slip the clutch like a manual when getting off the line and can shift rougher than a torque-converter automatic. Exacerbating these undesirable traits, the Ford uses dry clutches in the interest of efficiency. Wet clutches, which bathe the friction discs in hydraulic fluid, offer smoother engagement. It's no coincidence that the better dual-clutch transmissions—such as those used by Audi, BMW, Porsche, and Volkswagen—use wet clutches. In the case of the Ford transmission, many owners simply weren't used to dual-clutch transmission feel. But in the U.S. and across the world, this transmission's history of needing frequent repairs has been well documented.

vehicles have needed multiple service visits and sometimes, multiple new transmissions. Most owners affected by these transmission problems might get a few hundred dollars and a coupon toward the purchase of a new Ford. The public interest group [Public Citizen](#) argued that the proposed \$35 million figure is too low, representing a "sweet deal" for the automaker. However, the maximum \$4 billion liability Ford faces from this lawsuit is theoretical—every owner would have to file, and each of their cars would have had to be repaired eight times to be eligible for the maximum cash payment, which is capped at \$2325 per class-action suit member.

That's why [a Michigan firm is suing Ford individually](#) for roughly 20,000 owners who opted out of that original class-action lawsuit. The firm, Stern Law, has based its suits on consumer protection legislation, including state lemon laws and the Magnuson-Moss Warranty Act, and claims it will deliver more money per person than the class-action suit. The cases are pending. Individuals have indeed sued Ford for the PowerShift transmission, as reported by the *Free Press*, and have won settlements of amounts of three times or more what their cars were worth brand new. The majority of these individual state lawsuits have been transferred to the California class action as part of multi-district litigation rulings.

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The automaker failed to overturn a [class-action lawsuit in Thailand](#) in September 2018—reportedly the first class-action suit [against a foreign company](#) in Thai history—that paid nearly 300 owners a combined \$730,000 for defective Focus and Fiesta transmissions. Ford also issued a formal apology for "the inconvenience caused by the PowerShift transmission problems" and promised to "work earnestly to take responsibility for fixing them according to our customer service procedures," according to the *Detroit News*.

Earlier in 2018, Ford was fined \$7.5 million by Australia's consumer protection division for "unconscionable and misleading or deceptive conduct" relating to repairs for the PowerShift. When the case was filed in 2017, Whickman admitted to *CarAdvice* that the company didn't help its customers the way it should have. "We don't set out to give [a] poor experience to our customers," he said.

## What Owners Can Do

It's too late to join the Michigan lawsuit unless you had already elected to opt out of the pending Ford class-action settlement before September 5, 2017. By default, everyone named in a class-action lawsuit is assumed to accept all of the terms, with or without their knowledge, so once a settlement is paid an owner cannot later sue individually for the same allegations. Any individual suit at this point is likely to be transferred to the class-action suit.

However, regardless of whether you had warranty service done or you paid out of pocket, the class-action suit will award between \$200 and \$2375 per person and between \$400 and \$4650 in discounts toward the price of a new Ford, depending on how many service visits the car needed for parts replacements within the transmission. For software updates only, the settlement will pay \$50 for each service visit up to \$600. Ford will also buy back certain cars if the settlement arbitrator approves the claim, although it will not buy back cars older than six years.

If you own or lease (or ever owned or leased) one of the subject vehicles, you need to [file a claim](#), as you are automatically part of the class if you have not previously opted out.

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Ford's representatives stated that the company had issued a service bulletin explaining how to handle the increased number of customer concerns and informed dealers that affected vehicles brought in before July 19 would receive extended warranty coverage, something it's done before for individual components of the transmission. The bulletin promised further communication on or around the 19th, but to our knowledge, no new bulletins have been issued.

"The DPS6 transmission was all-new technology from Getrag when it was introduced nearly a decade ago to improve fuel economy in Fiesta and Focus models. We launched those vehicles in good faith -- like others, only after they reached key development milestones. Quality issues emerged after they were on the road," Ford representatives said in a statement.

"We acted quickly and determinedly to address those issues. Resolving them took longer than we expected -- that frustrated and was inconvenient for many customers, some still today, which we regret. Along the way, we have rightly gone to great lengths to correct the problems: understanding what caused them, alerting dealers and consumers, recommending and making repairs, and extending warranties. In the meantime, automobiles using the DPS6 transmission were and remain safe to drive."

Similarly confusing is Ford's effort to push lemon claims involving 2018 PowerShift transmission issues into consolidated mass action cases involving 2011-16 Fiesta and 2012-16 Focus vehicles. According to Ford, the complaints overlap – but if the transmission was changed and the issue resolved, why would the transmission in a 2018 be treated the same as earlier problem vehicles?

Your guess is as good as ours.

Based upon these mixed messages from Ford and their unwillingness to explain how the 2017-19 PowerShift models are any different. These later models still have the dual clutch transmission that involves a manual transmission operated by a computer to provide an automatic transmission 'experience.' They also are beginning to report the same driving problems as previous owners. So, what exactly has changed?

Stern Law is now helping owners of 2017-19 PowerShift-based Focus and Fiesta vehicles pursue compensation for transmission issues their vehicles are facing. Unlike traditional claims, these 2017-19 PowerShift vehicles carry with them a significant design, engineering, and failure history that we believe makes our firm uniquely qualified to help owners with. Our legal history with Ford has provided us with an extensive amount of knowledge regarding Ford's behaviors surrounding the failures of these PowerShift vehicles, which makes us more than ready and fully capable to represent owners and provide them effective representation aimed at achieving a buyback of their vehicle.

Ready to get started? Call our firm at (844) 808-7529, schedule a call back at [SternCall.com](https://www.sterncall.com) or simply [fill out our contact form](#) to let us know what you're thinking. Nobody deserves to end up with a car experiencing major problems or face an unknown future regarding potential transmission problems – fortunately we are here, with no out-of-pocket fees, to help. We hope to hear from you soon!

## What Has Ford Done about It?

Since its European introduction 10 years ago, Ford has issued more than 20 technical service bulletins addressing problems with the PowerShift, code-named DPS6.

In 2014, Ford extended the powertrain warranty on affected Fiesta and Focus models by an extra two years or 40,000 miles, to seven years or 100,000 miles total.

Ford first [modified the PowerShift transmission in 2012](#) after the automaker's scores in J.D. Power and *Consumer Reports* surveys dropped. But these issues didn't go away until Ford began getting sued in 2017. According to then Ford Australia president Graeme Whickman, [speaking to CarAdvice](#) in July 2017, Ford made several improvements to the PowerShift transmission on vehicles after the 2016 model year. That's not to say customers have never since reported a similar issue, but by and large, it hasn't affected a dramatic spread of owners as did earlier models.

## Legal Action

With \$35 million involved in the pending class-action settlement in California, that's not much money in the pipeline for the estimated 1.6 million current and 400,000 former owners of these cars in the United States, many of whose