

Publish Date: July 12, 2019 Due Date (If Applicable): N/A

Information: *Short-Term DPS6 Dealer Customer Handling Direction*

Target Dealer Group: All Ford & Lincoln Dealerships

Target Audience: All Sales & Service Job Roles

Target Dept(s): New Sales CPO/Used Sales Fleet Sales Finance Parts Service

ACTION REQUESTED

- Review the following communication and share with all dealer employees

SUMMARY

If a customer calls or arrives at your dealership indicating they have transmission symptoms that need addressed, arrange to diagnose the vehicle and repair as necessary.

If a customer calls without a symptom asking questions about the DPS6 media coverage, direct customers to contact the Customer Relationship Center (CRC) at 1-800-392-3673 to discuss their concerns.

If diagnosis and repair are needed dealers should:

- Reference 14M01 for clutch diagnostic and repair procedures
 - Apply diagnostics procedures provided in 14M01
 - Repair the vehicle if necessary
 - These diagnostic procedures may be applied to 2011 – 2017 Fiesta and Focus vehicles
- If 15B22 was not completed on affected vehicles called out in the dealer bulletin dated August 16, 2016, Dealers should follow the repair directions in 15B22 to reprogram the TCM.
- If there is indication of a TCM concern, reference 14M02 for diagnostic and repair procedures
 - Apply TCM diagnostics procedures provided in 14M02
 - Repair the vehicle if necessary
 - These diagnostic procedures should only be applied to the Fiesta and Focus vehicles shown in 14M02, Supplement #3, dated February 7, 2017.
- If the vehicle is not formally covered by 14M01, 14M02, 15B22 or warranty, Dealers should submit a financial assistance case to the CRC through GCCT for payment. Indicate in the case notes that this is a DPS6 repair reimbursement request, for repairs that have already been completed. Fill out cost details based on what the payment would have been through 14M01, 14M02, or 15B22 at warranty rates using FSA labor times.

This direction is applicable only for repair orders created July 12 through July 19, 2019. Additional updates will be provided by July 19, 2019.

MEDIA INQUIRIES

FOR MEDIA QUESTIONS, UPON INQUIRY ONLY, PLEASE USE THE FOLLOWING:

Q: What can customers do if they have concerns about their DPS6 transmission?

A: Ford has taken a number of steps to resolve customer concerns with DPS6 transmissions. Owners of 2011-17 Fiesta and Focus cars with concerns can contact a Ford dealer to see if repairs are needed and reimbursable. They can also call 1-800-392-3673 to discuss their concerns with a Ford customer service representative.

QUESTIONS

Further questions should be directed to:

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