Ford Statement on Latest DPS6 Customer-Satisfaction Actions

“Based on internal and external data, Focus and Fiesta vehicles with automatic transmissions built since the second half of 2015 – and earlier models that have received component and software updates – perform well and have competitive levels of satisfaction.

“Ford understands and regrets that many customers have been inconvenienced and frustrated by the performance of the DPS6 transmission. Earning and keeping the trust of customers is vital to everything we do. That is why Ford and its dealers have gone to great lengths to improve the performance of the transmission.

“Today, as part of these continuing efforts, Ford is taking the initiative to announce two additional customer-satisfaction actions. First, we are extending the warranty on clutch and related hardware in certain 2014-2016 model-year vehicles, and will reimburse customers for repairs that now would have been covered. Second, we are providing the small remaining population of owners who have not already done so an additional chance to get an important software update.

“While these vehicles always were and remain safe to drive, we regret the inconvenience our customers have experienced.”

Dave Filipe,
Vice President, Powertrain Engineering, Ford

KEY DPS6 ACTIONS

- Extend clutch warranties for even more customers from five years/60,000 miles to seven years/100,000.


- Ford will reimburse customers in this new group receiving extended warranties who have paid for clutch repairs out of pocket.

- The action means warranty coverage for these vehicles is the same that has been in place since July 2014 for earlier Focus and Fiesta models.

- Ford took this initiative based on the latest in ongoing analysis of customer-satisfaction and quality data.

- Ford will also reach out again to a small percentage of remaining affected customers (~165,000 owners, 16 percent of the original, in the U.S.) and provide them another opportunity to get an important free software update. Eighty-four percent of affected owners have already received the update.

- The update provides an enhanced warning if a transmission control module begins to fail. Where necessary, Ford will replace modules for this group of customers free of charge for up to six months even if the 10-year/150,000-mile warranty has expired.

- With the actions announced today, all Focus and Fiesta vehicles on the road will have:

  - The latest component and software updates for the DPS6 transmission, which perform well and have competitive levels of customer satisfaction
  - Been provided with an unsurpassed, extended transmission warranties – seven years/100,000 miles for clutches and related hardware, and 10 years/150,000 miles for the transmission control module.
• Affected customers will get a personalized letter from Ford. Focus and Fiesta customers with questions can contact a special customer-assistance hotline (833-805-3673) or their local Ford dealer, or visit Owner.Ford.com and use their Vehicle Identification Number (VIN) for information on available updates for their vehicles.

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