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Australian Government

Department of Infrastructure and Regional Development

MINUTE	
File Reference: F17/730 Contact: '	
Director	
Regulatory Policy, Risk and Compliance Section Vehicle Safety Standards	
Subject: Ford's offer to demonstrate processes for Powershift transmission issues	
Background	
VSS has been investigating reports from the public of potential safety issues with the dual clutch transmission (Powershift) in Ford Focus and Fiesta passenger cars. Ford has identified issues, and is implementing fixes, but does not believe the matter warrants a voluntary safety recall.	Section 47G
The issues are:	
	Section 47

While we are broadly satisfied with Ford's responses, we recently wrote to Ford seeking further information on one of the four issues (a potential temporary loss of transmission), and also seeking Ford's views on reports we have received from the public suggesting that repeated fixes had not resolved the issues.

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Ford Australia has offered 'for the Department to witness the testing and diagnosis that is undertaken by Ford and its dealers to determine the repairs required to vehicles' and has bought back one of the affected vehicles and this vehicle can be made available for 'evaluation of the effectiveness of the repairs undertaken' (Attached, 17#67490DOC).

Consultation with ACCC

We have consulted with the enforcement and product safety areas in the ACCC. Both have no objection to us accepting Ford's offer.

Desired Outcome

Ford's offer presents an opportunity to gain a better understanding of the processes they are using to diagnose and rectify vehicles affected by the four issues they have identified with Powershift transmissions. We are particularly interested in how Ford identify and diagnose the different issues, and if/how they are giving regard to identifying and tracking potential safety issues.

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With please complete

the relevent few to a reactive. This would likely be a single day trip, for two VSSI, to Victoria. Estimated cost would be approximately \$1500 (assuming overnight stay). Depending on timing, it may possible to combine with other compliance activities in Victoria. Recommendations It is recommended that you 1. AGREE to meet with Ford as they have offered. Section 22 NOT AGREED **AGREED** Ans can be Section 22 Senior Investigations Officer Director Regulatory Policy, Risk and Compliance Regulatory Policy, Risk and Section **Compliance Section** som the alient few whether the reterent with in the reterent regulatory with assessment (lack of effective procedure) for managing frield complements (becally) Vehicle Safety Standards Vehicle Safety Standards **28** August 2017 28 August 2017



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Section 22

Regulatory Policy, Risk & Compliance Section Vehicle Safety Standards Department of Infrastructure and Regional Development GPO Box 594, CANBERRA, ACT 2601

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Section 47G

Dear Section 22

RE: MY 2010-2014 Ford Focus and Fiesta Transmission Complaints

I refer to your letter of 26 July 2017.

Comments in relation to the effectiveness of the production and service fixes

I note that the thrust of your questions relates to whether the service repairs undertaken to the two vehicles have been effective to address the issues with the transmission in each of the vehicles. Ford Australia is very confident that, provided the repairs are undertaken correctly, those repairs will be effective to address the quality concerns that have manifested in the two vehicles referred to and indeed in any vehicle fitted with a DPS6 PowerShift transmission where a quality concern occurs.

As we explained during our meeting on 22 March 2017 and in our previous letters, there have been issues which have affected the DPS6 PowerShift transmission in certain Focus, Fiesta and EcoSport vehicles built between 2010 and 2016. Those quality issues were:

Section 47

Ford has implemented the production and service fixes identified in our presentation to you on 22 March 2017. In relation to the effectiveness of the fixes:

and believes it would be beneficial for the Department to witness the testing and diagnosis that is

Ford believes it would be beneficial for the Department to witness the testing and dia undertaken by Ford and its dealers to determine the repairs required to vehicles. Also, Ford has made arrangements to buy back the vehicle owned so that we can provide it to the Department for your evaluation of the effectiveness of the repairs undertaken. Please confirm that the Department would like to evaluate this vehicle and we will make the necessary

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Section 47G

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arrangements for delivery of the vehicle and for the Department to witness the testing and diagnosis that is undertaken on vehicles presenting with concerns.

Answers to questions relating to the two vehicles

In relation to the two vehicles referred to in your letter, we have set out in Annexure A two tables which identify the service campaigns applicable to each vehicle and which service campaigns have been applied to those vehicles. As to ongoing issues reported after fixes are applied, we do not believe that the vehicles should be experiencing ongoing issues with the transmission once the service fixes are applied and therefore believe that either a different issue has been experienced, or the owners have misinterpreted the behaviour of their vehicles as being defective when in fact the vehicle is operating normally.

Should you wish to discuss further, please do not hesitate to contact me as per my details below, otherwise I look forward to confirmation you wish to receive the vehicle bought back from Ms Habres' for evaluation by the Department.

Yours sincerely,

Section 47F

Service Engineering Manager
Ford Customer Service Division
Ford Motor Company of Australia Ltd

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ANNEXURE A

Section 47F



Australian Government

Department of Infrastructure and Regional Development

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File Reference: F17/730 ; Perspective Reference: VSS-2016-000003

Section 22

Director

Regulatory Policy, Risk and Compliance Section Vehicle Safety Standards

Through:

Section 22

Senior Investigations Officer

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Subject: Ford PowerShift transmission failures Focus, Fiesta and

EcoSport

Summary

- Department received a total of 47 reports of clutch shudder, loss of power, gear loss and gear engagement problems PowerShift (dual clutch) transmissions in Ford Focus, Fiesta and EcoSport models. The ACCC received many more complaints of same problems.
- Numerous complainants insisted the cars were unsafe due to the sometimesinconsistent nature of the symptoms.
- Ford Motor Company (FMC) has implemented numerous service campaigns and extended warranties

Section 47G

- The complaints were investigated extensively and it was decided the company had made considerable changes to the components and had successfully lowered the repeat issues experienced by complainants initially.
- Investigators were unable to confirm a safety issue that will or may cause injury.
- Close the investigation, as there is no evidence of a systemic safety issue or ADR non-compliance.
- The ACCC is continuing investigation based on deceptive behaviour by Ford.

Background

The Department has received 47 complaints over a four-year period regards PowerShift transmission issues with Ford Focus, Fiesta and EcoSport vehicles.

The complaints included mild to severe clutch shudder, hesitation in selecting gears and skipping or missing gears. Complainants were concerned for their safety as in many cases the vehicle would not behave as expected.

FMC has acknowledged issues with the transmission since commencement of production in 2010. In total 73,140 vehicles supplied to Australian market. Ford reported that as at November 2016 there were 203 cases involving Powershift issues. In March of 2016, they number 947 cases, all of these cases are closed.

Section 47G

FMC has extended warranty on vehicles with PowerShift transmissions for all affected failures.

Investigation The complainants claim

- Since early 2012, the Department has received 47 reports of various issues with Ford PowerShift transmissions in Focus, Fiesta and EcoSport models.
- The issues raised included shuddering (particularly at low speed), the car
 missing gears or engaging the wrong gear, hesitating or the car refusing to
 move.
- All complainants had their vehicles at Ford dealerships multiple times for repairs and reworks.
- To date the complainants are dissatisfied with the repairs undertaken on his/her cars. The faults have reoccurred on numerous occasions.
- Most complainants claimed the cars are unsafe as faults are inconsistent.

The Department

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S22 - Not relevant to request

 Met with the ACCC to discuss the issues as that Department had numerous complaints regards the transmission issues. The ACCC also had concerns regards FMCs handling of the issue.

Ford Motor Company

- Responded to the Departments requests for information (attached).
- The initial response from FMC (March 2016) identified three specific quality issues with the transmission:

Section 47

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	Section 47
FMC have provided information to the Department regarding revised parts to rectify the issues. The warranty on affected vehicles has also been extended:	
	Section 47

Section 47G

Technical assessment

A dual clutch transmission is a more recent development and can broadly be described as a hybrid of a manual and automatic transmission. The technology involves a pair of clutches, which are computer controlled. This allows the vehicle to be driving in one gear with a very rapid shift to another gear. This is possible as the next gear is preselected using the second clutch. The computer control allows the vehicle to be driven in a similar way to an automatic (where the vehicle selects an appropriate gear) or like a manual where the driver can select a desired gear.

This technology was originally seen in race cars, as it allows extremely fast gear changes. Over the last decade it has appeared in Volkswagen and Skoda (Direct Shift Gearbox), Audi (Tiptronic) and Ford (PowerShift). Ford designed the six-speed dry dual clutch transmission for global application in multiple front wheel drive vehicle platforms. These vehicles included the Focus, Fiesta and EcoSport models available in Australia.

Analysis

Based on FMCs response to the Departments enquiries, there seems to be four distinct issues with components fitted to their dual clutch transmission. It appears the revised parts and service campaigns FMC have instigated are appropriate and effective in rectifying the problems. Whilst a number of complainants continue to be dissatisfied with the performance of their cars after rectification, this does appear to be more customer satisfaction than a safety issue.

Safety Issues (will or may cause injury)

The Department has one report of a collision that the complainant attributed to a faulty PowerShift transmission. However, FMC has indicated that appropriate distance between vehicles is the main contributing factor, rather than any vehicle failure. There is insufficient evidence to suggest there is a systemic safety issue resulting from the issues identified by FMC.

Section 47G

Conclusions

There is insufficient evidence to suggest a systemic safety issue related to the design or manufacturer of Ford Focus, Fiesta or EcoSport cars with PowerShift transmissions. There are no relevant ADR requirements affected by the transmission issues.FMCs investigation, rectification and response to the Department is appropriate and appears to have resolved the issues.

It would appear there is some customer dissatisfaction with FMCs solutions to address customer issues. The issues raised by complainants in most instances are customer satisfaction and expectation in nature. That is once the customer has repeat issues they become hyper sensitive to vehicle performance related to the transmissions performance.

These conclusions should be read in conjunction with Minute of 28 August 2017 (Fords offer to demonstrate processes for PowerShift transmission issues) and the inspection report of 22 September 2017 outlining the findings from this visit (Report on visit to Ford Australia information session regards PowerShift issues).

Most importantly, the Department was able to establish new information that satisfied investigators the company had control of the issues. These findings are as follows;

 Technical Service Bulletin 15D22 imposed drivability and warning codes that cannot be cleared unless the vehicle is presented to a dealer for rectification.
 In addition, the warning is activated before the driver would notice a fault.

Sections 47G

Therefore, the concerns regards vehicle safety have been satisfactorily addressed.

Recommendations

It is recommended that you

- 1. Agree to close the investigation.
- Agree the Department notify Ford Motor Company of Australia Ltd of the
 outcome of this investigation. The letter should also mention the Department
 would continue to forward reports of PowerShift issues to FMC for
 consideration.
- 3. Advise the ACCC that the Department has closed its safety investigation.

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s22 irrelevant

Investigations Officer Regulatory Policy, Risk and Compliance Section Vehicle Safety Standards

22 September 2017

Section Head Regulatory Policy, Risk and Compliance Section Vehicle Safety Standards

September 2017



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File Reference: F17/730	; Perspective Reference: VSS-2016-000003
Contact:	Section 22

Section 22

Director

Operational Policy, Risk and Compliance Section Vehicle Safety Standards

Through: Section 22

Senior Investigations Officer

Report on visit to Ford Australia information session regards Subject:

PowerShift issues.

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Summary

Ford Australia formally invited Departmental officers to their premises in Melbourne primarily to explain the actions taken by the company to resolve PowerShift transmission faults.

and I attended the Ford Customer Service Division in Campbellfield Victoria on Thursday 14 September 2017. Ford had a number of its engineering staff available in order to address any questions the Department had, this included

Section 47F

Section 47G

A discussion was had that outlined where Ford considered they were placed regards rectification of vehicles and the issue in detail. A Transmission Control Module (TCM) and a clutch assembly were available for inspection.

Information that was known to the Department was shared and discussed in detail, from this discussion important information came to light this is mentioned in the conclusion. The software reflash (15B22) that the Department was aware of is currently at 86% rectification of the 70,000-vehicle population.

All vehicle owners have been contacted and encouraged to return vehicles for the software update. In addition, owners have been sent information highlighting the

correct manner in which to drive vehicles. This information highlights that left foot braking is not conducive of correct transmission operation for this type of vehicle.	
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Following the discussion a drive schedule was carried out, the Field Technician drove all three-test vehicles and I had the opportunity to sample the vehicles as well. This was important, as I was able to feel what a faulty vehicle felt like.	
Conclusions	
In my view the visit was most beneficial as information was shared that had previously not been articulated fully. In my view, it changes the way that the Department should view Ford Australias actions. The three key factors are as follows;	
	Section 47
Importantly this fault code remains active regardless of restarts or no active faults. That is only a Dealer can clear the code once the vehicle is diagnosed and repaired. In addition, at the point of code activation no noticeable fault would be apparent.	
	Section 47

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It is the recommendation of the attending officers that the countermeasures in place are satisfactory for the vehicle behaviours present. If a vehicle owner presents their vehicle when the symptoms first appear there should be no issues affecting safety.

Investigating Officers

Section 22