

19 May 2021

[REDACTED]

By email only: [REDACTED]

Dear [REDACTED]

### Official Information Act #20.198 - Failing transmission systems in Ford cars

1. We refer to your request received on 23 April 2021 for information about complaints received by the Commerce Commission (**Commission**) about failing transmission systems in Ford cars, particularly Ford Mondeo and Ford Kuga model cars.
2. We have treated this as a request for information under the Official Information Act 1982 (**OIA**).

### Our response

3. We have decided to grant your request.
4. The Commission has received 13 complaints about failing transmission systems in Ford cars.<sup>1</sup>
5. For each complaint, we have provided the issue and Ford model complained about below at **Attachment A**.
6. Please note the Commission will be publishing this response to your request in the OIA register on our website.<sup>2</sup> Your personal details will be redacted from the published response.

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<sup>1</sup> As at 14 May 2021

<sup>2</sup> <https://comcom.govt.nz/about-us/requesting-official-information/oia-register>

7. Please do not hesitate to contact us at [uia@comcom.govt.nz](mailto:uia@comcom.govt.nz) if you have any questions about this request.

Yours sincerely

*Mary Sheppard*  
OIA Coordinator

Released Under Official Information Act 1982

<b>Attachment A</b>			
<b>Number</b>	<b>Date Received</b>	<b>Issue</b>	<b>Car</b>
ENQ0275565	02/07/2012	Gearbox	Mondeo
ENQ0301729	19/03/2015	Transmission fuel	Mondeo
ENQ0506493	16/10/2017	Gearbox warranty issue	Not specified
ENQ0512825	26/04/2018	Transmission and Clutch	Focus
ENQ0513077	27/04/2018	Transmission and Clutch	Not specified
ENQ0513183	07/05/2018	Transmission	Focus
ENQ0519655	01/11/2018	Transmission	Ecosport
ENQ0520934	06/12/2018	Transmission, Gearbox	Focus
ENQ0527768	28/06/2019	Transmission	Kuga
ENQ0529490	31/07/2019	Transmission and Clutch	Ecosport
ENQ0535768	14/02/2020	Transmission and Clutch	Focus
ENQ0537864	04/04/2020	Gearbox	Focus
ENQ0552471	23/03/2021	Transmission and Clutch	Fiesta