

## **MEDIA RELEASE**

FOR IMMEDIATE RELEASE

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TO: ALL MEDIA

### **NCC MONITORING UNDERTAKINGS MADE BY FORD OVER CONSUMER KUGA CONCERNS**

The National Consumer Commission says that following a meeting with Ford SA last week the company undertook to conduct safety inspections on all Kuga utility vehicles that have been sold in the country. The inspections will form part of precautionary measures instituted at the behest of the NCC after serious allegations of engine overheating on the Kuga vehicle surfaced in the media in recent weeks.

The NCC has to date not received any complaints from consumers about the Kuga vehicle.

At the meeting which was chaired by NCC Deputy Commissioner, Thezi Mabuza, and took place on Wednesday 14 December 2016, the company made representations to the allegations and informed the NCC of all matters related therewith, including its two separate investigations.

The company has vowed to expedite its investigation into engine overheating incidents and will report back to the NCC with its findings by end of February 2017.

An initial meeting which was scheduled for Monday 12 December 2016 was postponed to Wednesday to allow executives and technical experts from Ford to travel respectively from Europe and the United States of America to voluntarily appear before the NCC.

Meanwhile, Ford has undertaken to alert all Kuga owners to take their vehicles to a nearby Ford workshop or dealership for a free safety inspection. The company has urged consumers with related concerns to contact its Customer Service helpline on 0860 011 022 for advice or assistance.

The company has also undertaken to work closer with the NCC to bolster its recall protocols. The NCC will continuously monitor the situation closely.

The NCC has preliminarily enlisted the services of the Motor Industry Ombudsman and the National Regulator for Compulsory Specifications to assist with the matter. Both entities were also represented at the meeting that was held with Ford. The regulatory group will independently review all concluded investigations and related reports from Ford to determine the best possible way to proceed with the matter.

Ends.

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