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March 8, 2005

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TO:
U.S. Department of Transportation,
National Highway Traffic Safety Administration,
Office of Defects Investigation,
NSA-10.01, 400 7th Street, SW,
Washington, DC 20590.

FROM:

[REDACTED]
West Monroe, LA [REDACTED]
[REDACTED]

COMPLAINT INFORMATION:

DESCRIPTION: As I was pulling away from a stop sign onto a major highway, my 2001 Ford F350 diesel suddenly would not change gears. I was able to drive the short distance to my home where I immediately called the local Ford dealership mechanic at his home (Saturday.) Since my vehicle had a 100,000 mile warranty on the "power train," I felt that the problem should be under warranty. I was told that the vehicle was probably not under warranty, so on Monday, I called the dealership where I purchased the vehicle in Jackson, MS, and talked to the salesman, who advised that the problem was probably not under warranty. I then called a local mechanic and took the truck to him, and he told me that he felt the vehicle should still be under warranty because numerous problems had been experienced with this particular transmission, and that he would call the Ford dealer himself. He made the call and was informed that there was no warranty. For this reason alone, I allowed the local mechanic to repair the vehicle. Upon completion of the repairs, the local mechanic handed me a printout from the Automatic Transmission Service Group (2001) which indicated that this particular transmission was equipped with a 4R100 transmission in which the "diode freewheel device" was failing and that Ford no longer services the part. The printout further states that the diode should be replaced during service even if it has not failed to protect from possible failure. I have talked in person with the service manager at the selling dealership and by phone with two people at the Ford Motor Company. Ford should have notified owners of the potential problem as it appears they were well aware since they stopped using the part during the production of 2001 vehicles. My vehicle was well maintained and has only 63,000 miles which should be considered low mileage for a truck of this type.

Mania
2/29/06

INCIDENT DATE: October 2, 2004

Number of Failures: 1
Number of Deaths: 0
Number of Injuries: 0

Was there a fire: No
Property Damage: No
Was there a Crash: No
Reported to Police: No

Thank you for any assistance you can give me with this matter.

Sincerely,



Enclosures: Technical Service Information Sheet
Repair Invoice David's Auto Service



Technical Service Information

FORD 4R100 INTERMEDIATE "DIODE" FREEWHEEL FAILURE

COMPLAINT: Some Ford Motor Company vehicles equipped with the 4R100 transmission may exhibit premature failure of the newly introduced Intermediate "Diode" Freewheel device that was installed in model year 2001 and illustrated in Figure 1.

CAUSE: The cause may be, more than expected load factors.

CORRECTION: The Intermediate "Diode" is no longer serviced by Ford Motor Company. The part number now supercedes to all of the previous design level parts, which include the direct clutch housing, intermediate sprag assembly, outer race to direct drum thrust washer, and the intermediate friction plates. All of the previous design level parts are illustrated in Figure 2, along with the OEM part numbers. The intermediate frictions must be replaced because the tooth count on the outer race between the diode and the sprag are different.

Special Note: ATSG recommends replacing the Intermediate "Diode" during service, even if it has not yet failed, to protect yourself from possible future failures.

SERVICE INFORMATION:

Direct Clutch Housing, 2nd Design (Without 4 Tab Washer) <i>36446</i>	YC3Z-7D044-BA
Direct Clutch Housing, 1st Design (With 4 Tab Washer) <i>36111F</i>	F81Z-7D044-BA
Sun Shell, Hardened, 2nd Design	YC3Z-7D064-BA
Sun Shell, Regular, 2nd Design	YC3Z-7D064-BA
Direct to Forward Drum 4 Tab Thrust Washer <i>36423F</i>	E9TZ-7C096-A
Direct Drum to Outer Sprag Race Thrust Washer	E9TZ-7G401-A
Intermediate Sprag Assembly	E9TZ-7A089-B
Intermediate Friction Plates (Special 50 Tooth, 3 Required)	1C3Z-7B164-BA

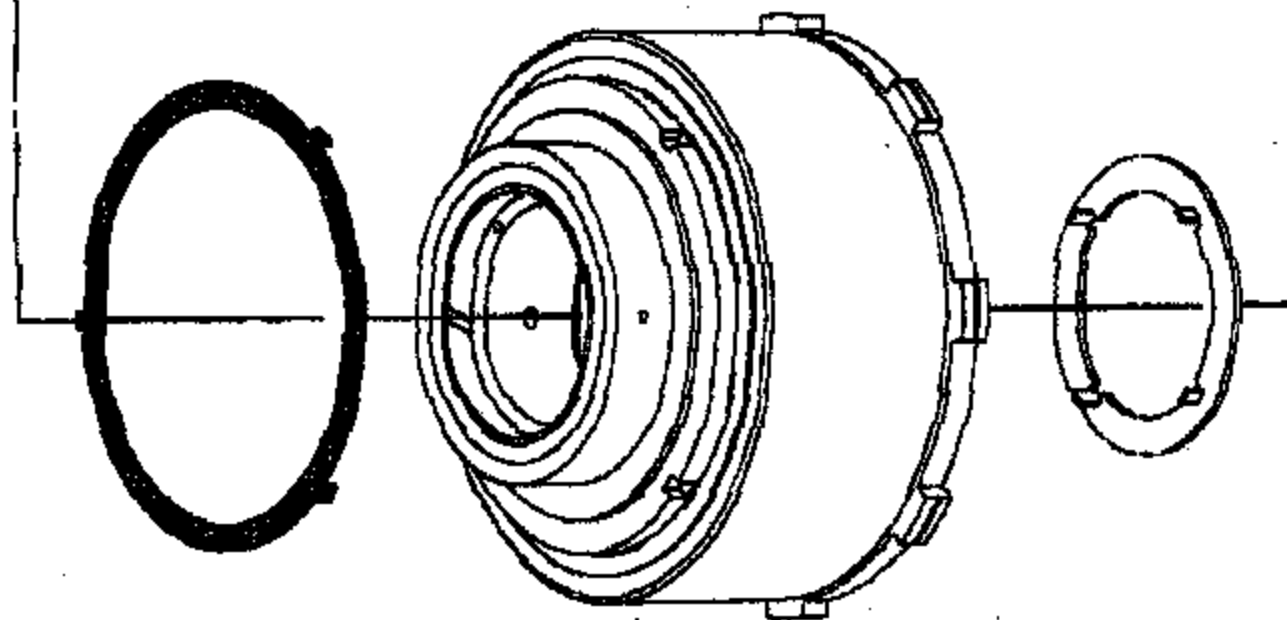
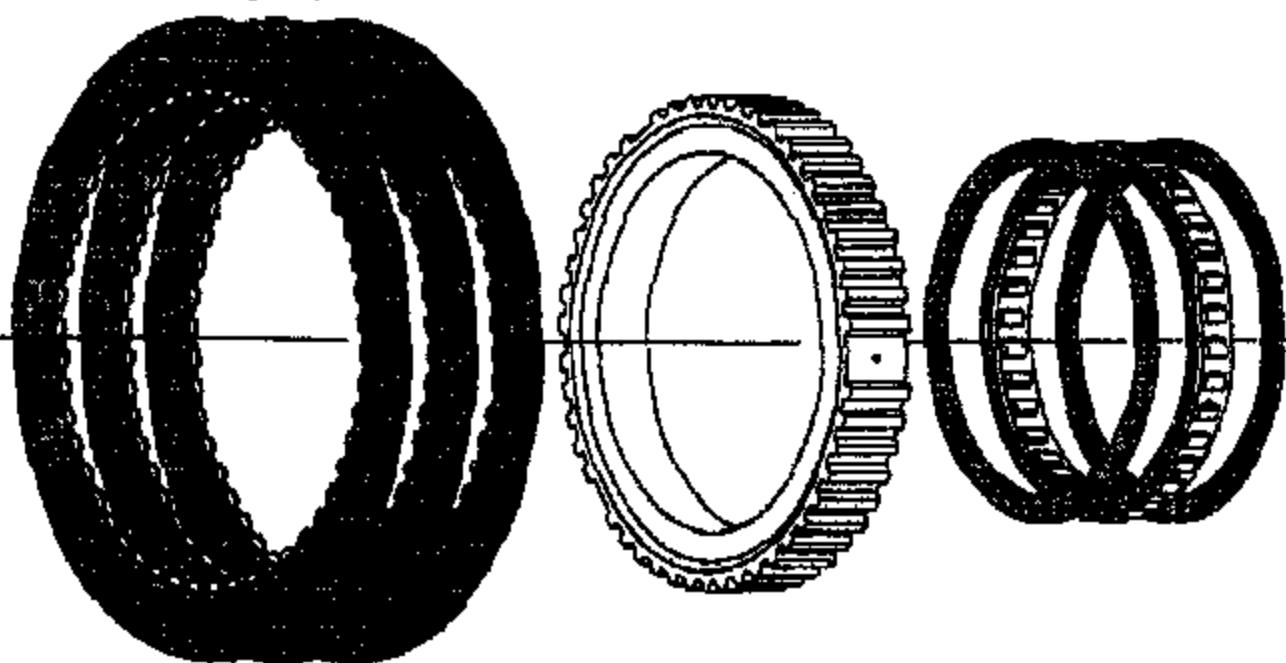


Technical Service Information

PARTS NEEDED TO REPLACE INTERMEDIATE DIODE

Intermediate Friction Plates
Part Number LC1Z-7B164-BA
(3 Required)

Intermediate Sprag Assembly
Part Number E9TZ-7A089-B



Outer Race To Drum Thrust Washer
Part Number E9TZ-7G401-A

Direct Clutch Housing
Part No. YC1Z-7D044-BA (No Washer)
Part No. F41Z-7D044-BA (With Washer)

4 Tab Thrust Washer
Part Number E9TZ-7C096-A

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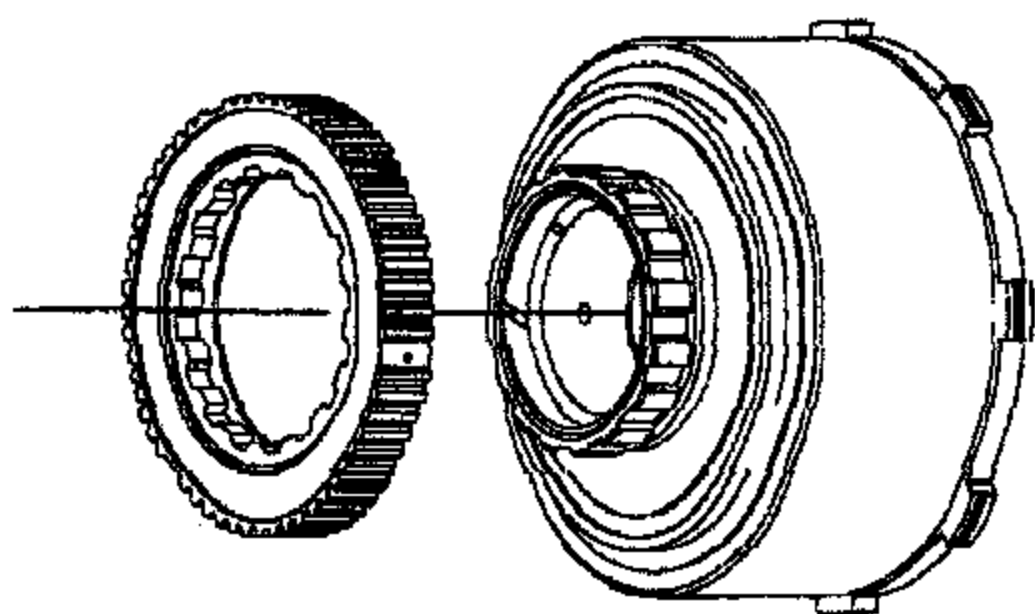
Figure 2

02-06



Technical Service Information

4R100 INTERMEDIATE "DIODE"
No Longer Available For Service



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Figure 1

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).