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Date: Tue, 2 Oct 2007 17:56:38 -0700 (PDT)

From:

Subject: who caused the problem?

To:

CC:

October 2, 2007

Ford Specialists:

My 2003 F-250 6.0 automatic has developed a transmission problem with only 33,000 miles.

The service department at Castle Ford in Silver Spring, where the vehicle was purchased, says that the truck is out of warranty and needs to be replaced. The symptoms are the transmission temperature gauge goes to absolute hot and the tow on/off button will stay flashing. The transmission will stay in the tow mode. Castle Ford says the superchips tuner caused the problem. The truck has been recalled before. At that time, they 'flushed' my computer and my truck then began to shift softer and not as crisp under acceleration. The superchips tuner had to be sent back to Superchips for re-programming.

Ford blames Superchips and I am sure Superchips will blame Ford. Are there any 'secret' recalls by Ford or Superchips?

A transmission should not fail at 33,000 miles, period. Who is right?

The truck has not been abused, raced or overloaded, the most it has ever carried was an import car on a trailer about 3500 lbs.

I have used the tuner on occasions for fuel economy. It seemed to work fine.

My '91 Ford-150 had transmission failure at 67,000 miles and Ford hid behind the written warranty. The problem then, was a factory defect fixed by aftermarket parts at Superior Transmissions.

If this, in fact, is a factory defect, the last thing I want to do is replace it with a factory transmission with the same problem. I will take it to Jack Weller at Superior Transmissions in Silver Spring, MD., and I am sure he will make it 'bullet-proof' and stand behind it.

ET
10/11/07
AS

Do you think I need a lawyer?

Thank you for your time and trouble.

[REDACTED]
Silver Spring, MD [REDACTED]
[REDACTED]

cc: Ford Motor Company, Dearborn, MI
Superior Transmissions, Silver Spring, MD
National Highway Traffic Safety Administration, Washington, DC