



FOX VALLEY FORD, Inc.

North Aurora Auto Mall

250 Harmon Boulevard

NORTH AURORA, IL 60156

(800) 807-3100

JEFFERSON, IL 604

22 JAN 2013 PM 5:1

045J83204071

\$0.329

01/21/2013

Mailed From 60542

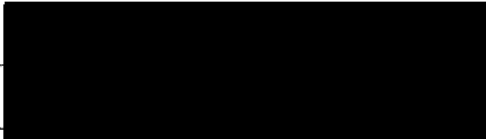
US POSTAGE

DATE \_\_\_\_\_

P.O. or \_\_\_\_\_

R.O. # \_\_\_\_\_

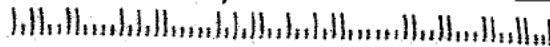
PHONE # \_\_\_\_\_



AURORA, IL



207  
R4



Ford Motor Company  
CEO Alan Mulally  
Customer Relationship Center  
P.O. Box 6248  
Dearborn, MI 48126

January 25, 2013

Re: VIN Shelby GT 500 - 2008 - 1ZVHT89S385 [REDACTED] – Purchased New

Dear Mr. Mulally,

On December 11, 2012, during the scheduled oil change and tire rotation, we asked the dealership, Fox Valley Ford to test drive and evaluate symptoms of a “slipping clutch”. We paid an additional \$60.00 for this inspection and were subsequently told by the dealership that in fact, the clutch has to be replaced, on a car with only 31,000 miles.

**Documented Manufacturing Flaw:**

As indicated in the TSB10-3-8, the Shelby had “clutch drag” as a result of fly wheel distortion. Fly wheel distortion at 31,000 miles is unthinkable for normal use. In fact reports of this failure have been reported at far sooner miles.

Ford knew there was a problem from 2007 to 2010 and instead of alerting owners with these Shelby’s and to bring them in for a free repair they just let the problems mount up until owners complained.

**Ford Shelby GT 500 Recall:**

Since 2007, Ford knew there was a problem and instead of alerting owners with these Shelby’s and to bring them in for a free repair they just let the problems mount up until owners complained

In 2009, after TSB 10-3-8 was published, there was a 2008 Ford Recall 08C02 Reprogram Restraint Control Module to replace passenger seat belt retractor. VIN: 1ZVHT89S385 [REDACTED]

While having the oil changed, in 2009, we asked why the seat beat was not retracting. We were told, never alerted, that there was a recall. We only found out when we complained. Ford knew our car was under a recall and repaired the retractor.

Ford also knew there was “fly wheel” distortion problem and built a complete kit to repair and restore the car to a safe performance level. Yet Ford did not tell us that their “fly wheel” was distorted and would fail during the recall work for the retractor. They just turned their back on us, knowing we were operating a vehicle that would fail and other GT 500’s were failing.

**What we did:**

As directed, all escalation steps have been followed and the Fox Valley dealership has been very professional and helpful and did ask Ford to cover the costs for the complete repair to return the car to a level of safety and performance.

**What we want:**

The nature of this letter is to ask Ford to pay us \$1971.23 for a repair to our 2008 GT 500 Shelby Mustang’s complete clutch, which only has 31,000 miles, still has the original brakes and

tires. We had to pay \$1971.23 to repair our car. Jeffery Sloan at Ford agreed to pay some portion to the dealership.

We are seeking your help by instructing Ford's Customer Service Manager, Jeffery Sloan Chicago 805/806 district, (800-241-3673), to compensate us for the full amount of the repairs. According to the dealership, Mr. Sloan agreed to pay \$1500 of the total amount instead of paying for the entire cost of the work required to make the car safe to operate.

Further, Jeffery Sloan closed the case # 1400293462, which was opened on 12/11/12 and resolved (**not through collaboration with ourselves**), on 12/19/12.

**Consideration:**

Please consider our appeal to help us. We have owned Mustangs from 1967, 1969, 2006 and recently a 2008 Shelby. (We are a Ford Family) Our first car was a 1956 Yellow Sunliner convertible with a beauty of a V8 in a powerful 312cu Thunderbird engine. We have had five other Ford automobiles over the years.

My father had two 1957 Ford Station Wagons, five Econolines in the 1960's, a 1963 Thunderbird, his own 1968 Mustang notch back and a Ford F350 before he passed away.

**Prior Knowledge by Ford:**

To return the car to a safe level of performance, the 2008 Shelby GT 500 required a 'special kit' that Ford has assembled to address this problem:

The kit includes a number of items and includes: clutch plate, fly wheel, Master Cylinder, Slave Cylinder, Pressure Plate, New Hydraulic system and throughout bearing, etc.

We are so annoyed with Ford that they went to the effort to **CREATE A COMPLETE KIT** to replace their factory workmanship and then just waited for complaints. This is unacceptable. Going to this level of effort to create a complete kit translates into prior knowledge and seriously makes them appear culpable in a deception that placed drivers at risk and other innocents.

Appreciate your consideration and thank you Mr. Mulally,

[REDACTED]  
Aurora, Illinois  
[REDACTED]

PS: We speak with our wallet:

As a result of Jeffery Sloan's failure to return our calls, we canceled an order for a 2014 Shelby believing we would experience the same level of customer service. (Fair Oaks Ford Craig Holsman, 630 809 0002)

Enclosed are several documents that indicate that Ford Motor Company was aware of a defective clutch in their 2007-2009 GT 500 Shelby Mustangs.

1. Document number one is a copy of the Technical Service Bulletin, TSB, 10-3-8, which is a Ford Publication from February 12, 2010 and carefully details the problems with the original clutch for Shelby GT 500, Clutch Drag.
2. Document number two is the post card from Ford alerting me that the new parts were sent to the dealer for installation.
3. List of conversations with Ford.
4. Attachment with URL's and an email from a company that works on Mustangs and reported a history of clutch replacements since 2007.

CC:

NHTSA Headquarters  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590  
888-327-4236

**Sample of conversations:**

011213 – 1200 Called Kevin at Fox Valley and asked him to order new clutch parts. He will get with Dave on Monday and order parts and call me for appointment

010913 – 1219 – Kevin at Fox Valley. Dave having knee surgery out for several days. Warrantee assistance will need a new code.

010913 – 1153 - Called Tammy Ford 800-241-3673 and asked to speak to Jeff Sloan Chicago 805/806 district. Tammy says to call Dave at Fox Valley (630) 907-3100.

010913 – 1228 - Ford 800-241-3673 – Reported that Dave Owens is out with knee surgery and won't be back till Monday.

Brandy says the offer ends on Monday 1/14/13. Will try to get Jeff Sloan and transferred me to Jeff's VM. Told Jeff of imminent expiration, we were out of town, got back on Sunday and that I really want to understand why Ford will only pay \$1500 for a \$3500 repair and that Dave told me that they would cover \$3000. Need help, but he never return a phone call.

010713 – 1600 Called Ford 800-241-3673 and asked to LMTTC for Jeffery Sloan Chicago 805/806 district. Asked Q about the \$1500 vs. \$3000, do we need to pay \$3500 and what was the rationale for only covering \$1500 vs. the \$3500?

122712- 1400 Spoke with Angela at Ford Motor Company and she reminded me that they only manufacture vehicles and do not sell them. She said that Customer Service Manager, Jeffery Sloan had closed the case # 1400293462 on the clutch problem with the Shelby by agreeing to pay \$1500 towards the repair of the clutch.

The case was opened on 12/11/12 and resolved on 12/19/12.

He also told Dave at Fox Valley that the offer was good for only 30 days and the offer to provide the \$1500 would expire on 1/27/13.

121112 – Shelby oil change, rotation and inspection. Dave Owens, Service Manager Spoke to Ford and Ford said that they would pay \$1500 of the \$3500 it would take to replace the Clutch with a new kit. After 2010 Ford started replacing the factory clutch after the 2008/9 was found to have serious failures and problems with the original factory clutch.

121112 1312 –Call from Dave at Fox Valley about \$1500 vs. \$3000. Took Shelby in for oil change and tire rotation. Paid \$60 to inspect clutch and found to be a problem.

121012-1630 – called Ford – 800-241-3673 – Tracy – reported clutch problem with Shelby at 31k and still have original tires. Normal local dealer is Fox Valley in Aurora.

121012-1630 – called Ford – 800-241-3673 – Tracy – reported clutch problem with Shelby at 31k and still have original tires. Normal local dealer is Fox Valley in Aurora.

**Attachment – [REDACTED] – TSB 10-3-8 – Shelby GT 500 – Clutch Drag**

This is an attachment to an escalated complaint to Ford. Case # 1400293462.

- A. List of URL's citing reports on Ford's awareness of the "clutch drag" problem since 2009.

<http://saacforum.com/index.php?topic=2543.0>

<http://mustangforums.com/forum/s197-shelby-section/645625-gt500-clutch-tsb-questions-yes-ive-done-my-homework.html>

<http://forums.themustangsource.com/f727/shelby-gt-500-clutch-drag-you-better-sit-down-471756/>

<http://www.shelbyforums.com/forums/2nd-generation-shelby-mustangs/9757-2008-shelby-gt500-clutch-problem.html>

- B. Email from owner of Mustang Muscle that corroborates the clutch problem in the URL's and the TSB.

One of the companies that work exclusively on Mustangs, "Mustang Muscle" in Missouri, owned by Darrell Cruise, reported to me that he has been replacing Shelby clutches for the last four years and some of the cars only had 7k miles on them. Darrel validated what the service manager at Fox Valley and the URL's are saying.

----- Original Message -----

From: DARRELL CRUISE

Sent: 12/07/12 11:03 AM

To: [REDACTED]

Subject: Re: Shelby Clutch Replacement 2008

Hello, what you have heard is all true, we have replaced the clutches in GT 500s, since the 2007. The clutches that Ford put in them do not last very long. We replace them with Spec dual plate Super Twin clutches and have never had a problem with the Spec clutch.

The clutch assembly their SS-Trim will handle 900 foot lb. of torque and it cost \$1399.00, their P-Trim will handle 1395 foot lb. of torque and cost is \$1599.00 for the P-Trim. We have installed mainly the P-Trims in the GT 500. Labor to install the Spec clutch in your GT 500 is \$700.00.

Let me know when you want to have this done, thanks D.C.

Mustang Muscle Perf. Dyno Service  
1506 Gravois Rd. High Ridge MO. 63049  
PH. 636-677-9987 Fx. 636-677-3632  
[mustangmuscleperf@msn.com](mailto:mustangmuscleperf@msn.com)  
[mustangmuscleonline.com](http://mustangmuscleonline.com)

CUSTOMER #: 2049856

52872 C



\*INVOICE\*

FOX VALLEY FORD, INC.

208 Hansen Boulevard · North Aurora, IL 60542  
(630) 907-3100

www.FoxValleyFord.com

AURORA, IL

PAGE 1

HOME:

CONT: N/A

BUS:

CELL:

SERVICE ADVISOR: 682 KEVIN J GLEASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	08	FORD MUSTANG	1ZVHT89S385		31262/31262	T460	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
30SEP07 IS			19:00 23JAN14			CASH	28JAN13
30SEP07 DD	21SEP07						
R.O. OPENED	READY	OPTIONS: ENG:5.4 LITER					

11:32 21JAN13 16:21 28JAN13

LINE OPCODE TECH TYPE HOURS

A CLUTCH SLIPPING

LIST NET TOTAL

CAUSE:

100308B REPLICAE THE INPUT SHAFT SYNCHRONIZER ASSEMBLIES, CLUTCH DISC AND PLATE ASSY, PILOT BEARING, SLAVE CYLINDER AND FLYWHEEL, REPROGRAM PCM AS PER TSB

- 776 WF 7.70
- 1 AR3Z\*6375\*A FLYWHEEL ASY
- 1 CR3Z\*7B546\*A CLUTCH ASY
- 1 9R3Z\*7C391\*B KIT - REPAIR - INPUT SHAFT
- 1 F6ZZ\*7600\*A SLEEVE
- 1 1R3Z\*7052\*AA SEAL ASY - OIL
- 1 DR3Z\*7A508\*A CYLINDER ASY - CLUTCH SLAVE
- 1 AR3Z\*7A512\*A TUBE
- 6 \*N808969\*S100 BOLT
- 9 F6ZZ\*6379\*AA BOLT - HEX HEAD
- 4 XT\*5\*QM FLUID - TRANSMISSION
- 4 \*95874\*S101 STRAP ASY
- 1 7R3Z\*7K505\*A TUBE ASY

FC: P22 30 PART#: COUNT:

CLAIM TYPE: P11  
AUTH CODE: M153J  
00612

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL

VERIFIED CONCERN, CUSTOMER CONTACTED CRC, OFFERED ASSISTANC TRANS AND REPAIRED AS PER TSB

\*\*\*\*\*

B MULTI-POINT INSPECTION

CAUSE: MULTI-POINT INSP.

99P MULTI-POINT INSPECTION

776 CF 0.00

GBATT BATTERY PASSES LOAD TEST

776 CF 0.00

*called*

0.00 0.00

0.00 0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISCUE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Customer Copy

424415603887  
FOX VALLEY FORD  
280 HANSEN BLVD  
NORTH AURORA, IL 60542  
630 907 3100

Term ID: 001

Ref #: 001

Sale

Entry Method: Swiped

01/28/13

18:57:41

Inv #: 000001

Appr Code: 035530

Apprvd: Online

Batch#: 020002

Total:

\$ 1,971.23

CUSTOMER #: 2049856

52872 C



\*INVOICE\*

FOX VALLEY FORD, INC.

208 Hansen Boulevard - North Aurora, IL 60542  
(630) 907-3100  
www.FoxValleyFord.com

PAGE 2

SERVICE ADVISOR: 682 KEVIN J GLEASON

AURORA, IL

HOME:

BUS:

CONT: N/A

CELL:

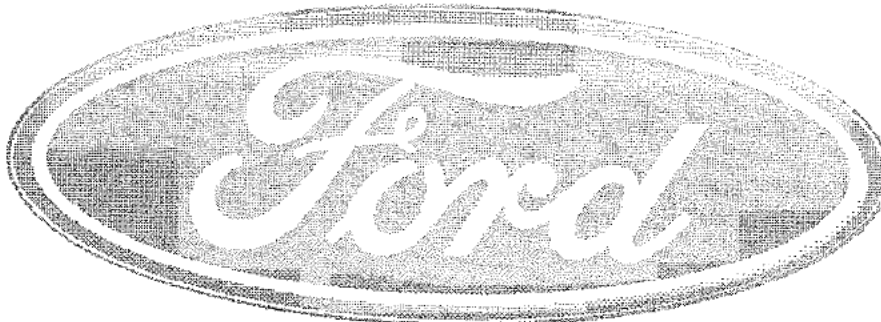
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	08	FORD MUSTANG	1ZVHT89S385		31262/31262	T460
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
30SEP07 IS			19:00 23JAN14			INV DATE
30SEP07 DD	21SEP07				CASH	28JAN13
R.O. OPENED	READY	OPTIONS: ENG:5.4 LITER				

11:32 21JAN13 16:21 28JAN13

LINE OPCODE TECH TYPE HOURS

	LIST	NET	TOTAL
GBK BRAKE LINING - (DISC: OVER 5MM) , (DRUM: OVER 2MM)			
776 CF 0.00			
GTIRE TREAD DEPTH 7/32 OR GREATER		0.00	0.00
776 CF 0.00			
DED WARRANTY DED		0.00	0.00
776 CD 0.00			
PARTS: 0.00			
LABOR: 1979.43		1979.43	1979.43
OTHER: 0.00			
TOTAL LINE B:		1979.43	1979.43

\*\*\*\*\*



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER  
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	1979.43
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1979.43
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1979.43

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

OA - 8.20

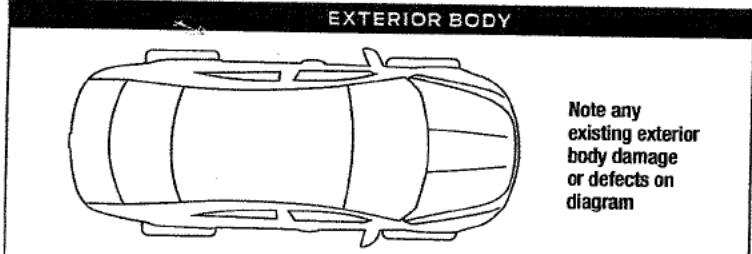
# VEHICLE REPORT CARD



MULTI-POINT INSPECTION AS RECOMMENDED BY FORD MOTOR COMPANY

Date: 1/28/13 RO/Tag #: 52872  
 Name: [REDACTED]  
 Email: \_\_\_\_\_  
 Year/Make/Model: 08 Mustang  
 VIN #: 5 [REDACTED] Plate #: \_\_\_\_\_  
 Odometer: 31862 Inspect. Month: \_\_\_\_\_  
 Owner Advantage Rewards® #: \_\_\_\_\_ Service Balance: \_\_\_\_\_  
 Ford Extended Service Plan:  YES  NO  
 SYNC® VHR Activation:  YES  NO  N/A

**LEGEND**  May contribute to vehicle efficiency and promote a greener environment  
 Checked and OK at this time  May require future attention  Requires immediate attention



**SCHEDULED MAINTENANCE ITEMS\***

DUE	SERVICED	DUE	SERVICED
<input checked="" type="checkbox"/> THE WORKS FUEL SAVER PACKAGE	<input type="checkbox"/>	<input checked="" type="checkbox"/> Engine Air Filter	<input type="checkbox"/>
<input checked="" type="checkbox"/> Oil Change & Filter	<input type="checkbox"/>	<input checked="" type="checkbox"/> Engine Coolant	<input type="checkbox"/>
<input checked="" type="checkbox"/> Tire Rotation	<input type="checkbox"/>	<input checked="" type="checkbox"/> Transmission Fluid &/or Filter	<input type="checkbox"/>
<input checked="" type="checkbox"/> Multi-Point Inspection	<input type="checkbox"/>	<input checked="" type="checkbox"/> Cabin Air Filter	<input type="checkbox"/>
<input checked="" type="checkbox"/> Fuel Filter	<input type="checkbox"/>	<input checked="" type="checkbox"/> Spark Plugs	<input type="checkbox"/>
<input type="checkbox"/> K Scheduled Maintenance	<input type="checkbox"/>		

\*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owner's Manual or visit FordOwner.com for vehicle-specific maintenance requirements.

**FLUID LEVELS**  SERVICED

Oil and/or fluid leaks

OK	FILL	OK	FILL	OK	FILL
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Engine Oil	Power Steering	Transmission (if equipped with dipstick)	Coolant Recovery Reservoir		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Brake Reservoir	Window Washer				

**WIPER BLADES**  SERVICED

Wiper Test Performed  Wiper Blades

**BATTERY**  SERVICED

State of Health Battery Condition

Factory spec cold cranking amps \_\_\_\_\_ Actual cold cranking amps \_\_\_\_\_

**SYSTEMS / COMPONENTS**

**LIGHTS / WINDSHIELD**  SERVICED

Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps

Windshield for cracks, chips and pitting

**BELTS / HOSES / MOUNTS**  SERVICED

HVAC system and hoses / lines for leaks and/or damage

Engine Cooling System, radiator, hoses and clamps

Accessory drive belt(s)

**BRAKE SYSTEM**  SERVICED

Brake system (including lines, hoses, and parking brake)

**STEERING / SUSPENSION**  SERVICED

Shocks / struts and other suspension components for leaks and/or damage MINOR KNOCK NOISE

Steering, steering linkages and ball joints (visual)

**EXHAUST SYSTEM**  SERVICED

Exhaust system and heat shield (leaks, damage, loose parts)

**TRANSMISSION / DRIVE AXLE**  SERVICED

Clutch operation (if equipped)

Constant velocity (CV) drive axle boots (if equipped)

Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)


**TIRE / BRAKE WEAR**

TIRE WEAR INDICATES	SERVICED	LEFT FRONT	SERVICED	RIGHT FRONT	SERVICED
<input type="checkbox"/> Alignment check needed	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Tread Depth <u>7/32</u> /32" Tire Age _____	<input type="checkbox"/>	<input type="checkbox"/> Tire Tread Depth _____ /32" Tire Age _____	<input type="checkbox"/>
<input type="checkbox"/> Wheel balance needed	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Wear Pattern / Damage	<input type="checkbox"/>	<input type="checkbox"/> Tire Wear Pattern / Damage	<input type="checkbox"/>
<input type="checkbox"/> Brake measurements not taken this service visit	<input type="checkbox"/>	<input type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input type="checkbox"/>	<input type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input type="checkbox"/>
		<input type="checkbox"/> Brake Lining _____ mm /32"	<input type="checkbox"/>	<input type="checkbox"/> Brake Lining _____ mm /32"	<input type="checkbox"/>
		<b>LEFT REAR</b> <input checked="" type="checkbox"/> SERVICED		<b>RIGHT REAR</b> <input checked="" type="checkbox"/> SERVICED	
		<input checked="" type="checkbox"/> Tire Tread Depth <u>7/32</u> /32" Tire Age _____	<input type="checkbox"/>	<input type="checkbox"/> Tire Tread Depth _____ /32" Tire Age _____	<input type="checkbox"/>
		<input checked="" type="checkbox"/> Tire Wear Pattern / Damage	<input type="checkbox"/>	<input type="checkbox"/> Tire Wear Pattern / Damage	<input type="checkbox"/>
		<input type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input type="checkbox"/>	<input type="checkbox"/> Tire Pressure set to factory-recommended PSI	<input type="checkbox"/>
		<input type="checkbox"/> Brake Lining _____ mm /32"	<input type="checkbox"/>	<input type="checkbox"/> Brake Lining _____ mm /32"	<input type="checkbox"/>
		<b>SPARE TIRE</b> <input checked="" type="checkbox"/> SERVICED			
		<input type="checkbox"/> Tire Pressure set _____ Tire Age _____	<input type="checkbox"/>		

Comments: \_\_\_\_\_

Advisor: \_\_\_\_\_ Technician: \_\_\_\_\_  
 Customer Signature: \_\_\_\_\_

**FordOwner.com**  
 One site for all your vehicle needs

 Printable View (17476 KB)	
<b>TSB 10-3-8</b>	<b>• SHELBY GT500 - CLUTCH DRAG</b>
Publication Date: February 12, 2010	

**FORD:** 2007-2009 Mustang

This article supersedes TSB 09-19-11 to remove the production fix date, update the Service Procedure and Part List.

### **ISSUE:**

Some 2007-2009 Mustang Shelby GT500 vehicles may exhibit the following clutch/transmission symptoms: hard to disengage or engage 1st and reverse, hard to shift all gears, vehicle creeps with transmission in gear and clutch pedal fully depressed without brake pedal application. These symptoms may be caused by the clutch not disengaging fully when the clutch pedal is fully depressed. This may be due to flywheel distortion caused by excessive heat build-up during unique traffic conditions (example: severe stop/go urban driving, excessive clutch slipping). The clutch system is designed for performance driving conditions.

### **ACTION:**

Follow the Service Procedure steps to correct the condition.

### **SERVICE PROCEDURE**

Located at the end of the procedure are Figures 1, 2 and 3 which show the typical appearance of a flywheel and clutch that has been damaged due to overheating of the clutch. Figures 4, 5 and 6 show the typical appearance of a good flywheel and clutch.

This procedure does not apply to or correct the normal characteristics of the twin-disc cera-metallic clutch used in the Shelby GT500 vehicle or normal wear. The twin disc cera-metallic clutch incorporates racing technology to combine a low inertia assembly with a very durable friction material with high torque capability. Depending on your driving technique, the smoothness of how the clutch reacts to clutch engagements may be different from other vehicles that use a single disc clutch system. Also refer to pages 8 and 9 of the GT500 Owner Guide Supplement for additional information.

#### **Normal Operating Characteristics Of The Twin Disc Cera-metallic Clutch**

- Clutch chatter/shudder when engaging the clutch.
- Narrow or abrupt engagement point.
- Hiss upon clutch engagement or disengagement.
- Transmission gear rollover noise at idle.
- Gear rattle noise at very low speeds when in 1st or 2nd gear.
- Normal wear.

#### **Diagnosis And Service Procedure Update**

Based on engineering analysis of all of the returned transmission components replaced when performing the prior TSBs, it has been determined that the synchronizer assemblies and transmission input shafts do not exhibit any abnormal wear that would require transmission component replacements.

A diagnostic procedure has been developed to confirm that the transmission synchronizers are operating properly and prevent any unnecessary transmission repairs.

#### **Transmission Synchronizer Diagnosis Procedure**

The following procedure is to be used to determine if the synchronizer assemblies in the transmission may have been damaged by attempting to operate the vehicle with a dragging clutch.

1. Set parking brake.
2. Transmission in neutral.
3. Start engine and allow it to idle.
4. Clutch engaged - pedal fully released.
5. Attempt to shift transmission into first gear by firmly pushing shift lever approximately 5-10 lb-ft (22-45 N-m) force

- for 2-3 seconds.
- 6. If the synchronizers are okay, the transmission will not make any clash or grinding noise. You will not be able to move the gearshift lever into the selected gear (the synchronizer will block out gear engagement) and the engine RPM will decrease slightly.
- 7. Repeat the synchronizer test (Step 5 and 6) on all of the other forward gears.
  - a. If the transmission passes the synchronizer test, the transmission will not require additional service; proceed with clutch/flywheel replacement only. Refer to Clutch Replacement procedure.
  - b. If clash/grinding noise is found when performing the synchronizer diagnostic, the transmission will need to be repaired along with the replacement of the clutch. Refer to Transmission Repair procedure.

**Clutch Replacement**

1. Remove the transmission per 2010 Workshop Manual (WSM), Section 308-03C.
2. Remove and replace flywheel per 2010 WSM, Section 303-01C. Discard old bolts and use new bolts.
3. Install new pilot bearing per 2010 WSM, Section 308-01.
4. Install new clutch disc and plate assembly per 2010 WSM, Section 308-01. Using new bolts.
5. Apply a small amount of Motorcraft® PTFE Lubricant to the clutch hub splines per 2010 WSM, Section 308-01.
6. Install new clutch slave cylinder and hydraulic line per 2010 WSM, Section 308-02.
7. Install the transmission per 2010 WSM, Section 308-03C.
8. Refer to Powertrain Control Module (PCM) Reprogramming.

**Transmission Repair**

1. Remove, drain, disassemble and clean the transmission per 2010 WSM, Section 308-03C.
2. Remove and replace input shaft and all synchronizer assemblies per 2010 WSM, Section 308-03C.
3. Assemble the transmission per 2010 WSM, Section 308-03C.
4. Install the transmission per 2010 WSM, Section 308-03C.
5. Refer to PCM Reprogramming.

**PCM Reprogramming**

The PCM must be reprogrammed after the clutch is replaced. Reprogram the PCM to the latest calibration using IDS release 65.07 and higher. This new calibration is not included in the VCM 2010.1 DVD. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

PART NUMBER	PART NAME
AR3Z-6375-A	Flywheel
AR3Z-7B546-A	Clutch
7R3Z-7C391-B	Transmission Kit
XG-8	Motorcraft® PTFE Lubricant
XT-5-QM	Motorcraft® MERCON® V Automatic Transmission Fluid
PM-1-C	Motorcraft® High Performance DOT 3 Motor Vehicle Brake Fluid
XG-1-C	Motorcraft® Premium Long-Life Grease
TA-30	Motorcraft® Silicone Gasket and Sealant
TA-25	Motorcraft® Threadlock and Sealer
F6ZZ-7600-A	Pilot Bearing
1R3Z-7052-AA	Transmission Input Shaft Oil Seal
AR3Z-7A508-A	Clutch Slave Cylinder
AR3Z-7A512-A	Clutch Slave Tube
N808969-S100	Clutch Bolt (6 required)
F6ZZ-6379-AA	Flywheel Bolt (8 required)

**WARRANTY STATUS:**

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage  
 IMPORTANT: Warranty coverage limits/policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

OPERATION	DESCRIPTION	TIME
100308A	2007-2009 Mustang GT500: Replace The Clutch Disc And Plate Assembly; Pilot Bearing, Slave	4.2

100308B	Cylinder And Flywheel. Includes Time To Remove And Install Transmission, Perform The Synchronizer Diagnosis, And Reprogram The PCM (Do Not Use With Any Other Labor Operations)  2007-2009 Mustang GT500: Replace The Input Shaft; Synchronizer Assemblies, Clutch Disc And Plate Assembly; Pilot Bearing, Slave Cylinder And Flywheel. Includes Time To Remove And Install Transmission, Perform The Synchronizer Diagnosis, And Reprogram The PCM (Do Not Use With Any Other Labor Operations)	Hrs.  7.7 Hrs.
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**DEALER CODING**

BASIC PART NO.	CONDITION CODE
6375	69

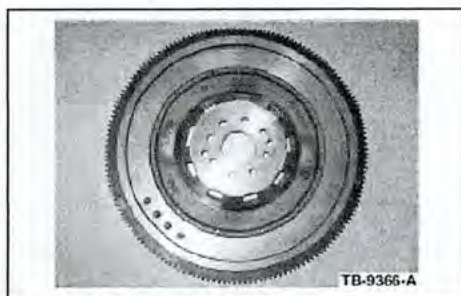


Figure 1 - Article 10-3-8



Figure 2 - Article 10-3-8

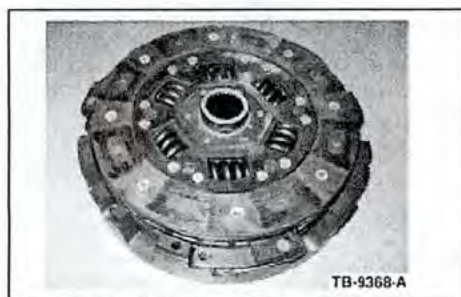


Figure 3 - Article 10-3-8



Figure 4 - Article 10-3-8



Figure 5 - Article 10-3-8

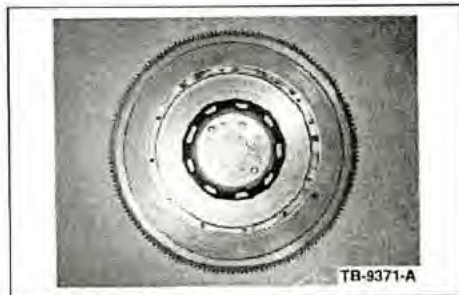


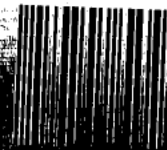
Figure 6 - Article 10-3-8

**NOTE:** The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

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