

NEF-010

CL-10913413-8731

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



Columbus, OH

September 12, 2016

Mark R. Rosekind, Administrator
National Highway Transportation Safety Administration Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

SEP 23 2016

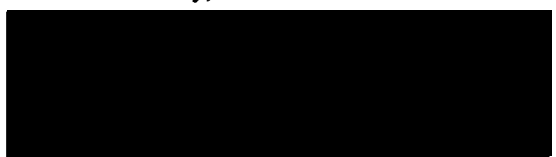
Dear Administrator Rosekind:

I am writing to you regarding a transmission issue with my 2005 Ford Five Hundred SEL vehicle that, based on Ford's technical service bulletin (TSB) 08-24-1 (enclosed), Ford has been aware of since 2007-2008 but did not notify owners of affected vehicles. I did contact Ford regarding this issue via the enclosed letter and string of emails. As I indicated in my communications to Ford, had their company notified owners and issued a recall at the time, when mileage would have been under 20,000, the defect could have been corrected by only reprogramming and would have been covered under warranty. However, with mileage over 20,000 and the warranty expired, the diagnosis requires replacement of the valve body in addition to the reprogramming, a cost that I do not think should be my responsibility since the company is at fault for not notifying owners.

In searching the internet, I have noted numerous other owners of the affected vehicles identified in the TSB have experienced the same dangerous harsh transmission shifting, which leads me to believe the issue is wide-spread and should result in a recall. Therefore, I am requesting your agency open an investigation into the defect identified in Ford's TSB 08-24-1 and consider the necessity of requiring the Ford Motor Company to recall all affected vehicles.

Once your review is complete, I also request you contact me by email at [redacted] or at the address above to notify me of the results.

Sincerely,



Enclosures

NAM
9/21/16
SMD

**AISIN TRANSMISSION HARSH SHIFTING—NO
DTCS—MILEAGE ABOVE 20,000 MILES (32,200 KM)**

TSB 08-24-1

FORD:

2005-2007 Five Hundred
2006-2008 Fusion

LINCOLN:

2006 Zephyr
2007-2008 MKZ

MERCURY:

2005-2007 Montego
2006-2008 Milan

This article supersedes TSB 07-26-9 to update the vehicle applications, Parts List, Service Procedure and remove effected built date.

ISSUE

Some 2005-2007 Five Hundred, Montego, and 2006-2008 Fusion, Milan, 2006 Zephyr and 2007-2008 MKZ vehicles equipped with an Aisin automatic transmission may experience shift concerns when the vehicle mileage gets above 20,000 miles (32,200 km). Shifting concerns are generally noticed during passing maneuvers with transmission at temperatures greater than 212 °F (100 °C) operating temperatures. Symptoms may be present during downshift 5-3 at 35 MPH (56 km/h) and/or 4-3 at 20 MPH (32 km/h) with throttle opening at approximately 50% or greater and include:

- Harsh shift and/or clunk noise
- Delayed shift and/or perceived slip/engine flare

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. If diagnostic trouble codes (DTCs) are present in transmission control module (TCM) / powertrain control module (PCM), do not continue with this procedure. Perform normal diagnostics. Refer to Workshop Manual (WSM), Section 307-01B
2. If no DTCs are present and mileage is below 20,000 miles (32,200 km) reprogram TCM / PCM and retest.

3. If no DTCs are present and vehicle is over 20,000 miles (32,200 km), fluid should be drained and checked for excessive contamination. If fluid is not burnt, the valve body should be replaced and TCM / PCM updated to the latest calibration level. Refer to WSM, Section 307-01B for main control valve body replacement.

PART NUMBER	PART NAME
8E5Z-7A100-B	Main Control

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
082401A	2005-2007 Five Hundred, Montego, 2006-2008 Fusion, Milan, 2006 Zephyr, 2007-2008 MKZ With Less Than 20,000 Miles (30,187 KM): Check For DTCs And Reprogram The PCM/TCM, Includes Time For Road Test (Do Not Use With 12650D, 12650D84)	0.9 Hr.

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 supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

TSB 08-24-1 (Continued)

082401B 2005-2007 Five Hundred, 2.2 Hrs.
Montego, 2006-2008
Fusion, Milan, 2006
Zephyr, 2007-2008 MKZ
With More Than 20,000
Miles (30,187 KM): Check
For DTCs, Drain And
Inspect The Transmission
Fluid, Replace The Valve
Body, Reprogram The
PCM/TCM, Includes Time
For Road Test (Do Not
Use With 12650D,
12650D84)

DEALER CODING

BASIC PART NO.
7A100

**CONDITION
CODE**
30

[REDACTED]
Columbus, OH [REDACTED]

August 23, 2016

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

Dear Ford Customer Service:

I am writing to you regarding my 2005 Ford Five Hundred SEL (VIN 1FAFP24115G [REDACTED]), which I purchased new in 2005. I have been very happy with the vehicle until recent issues with the transmission. I normally only drive locally and had noticed issues with shuttering when stopping; however, two weeks ago, we took the car on a road trip and experienced not only the shuttering on stopping, but hard, banging shifting of the transmission.

Upon returning from the trip, my brother took my vehicle to the Ford dealership in Jackson, Ohio for diagnosis. The technician confirmed the issue and notified my brother of a 2008 service bulletin regarding this problem from your company (TSB 08-24-1), which was applicable to my vehicle. The first paragraph of the bulletin refers to superseding TSB 07-26-9, which appears to indicate your company has known about this deficiency since 2007.

Based on my brother's discussion with the technician and the TSB, if owners had been notified by Ford when the issue was identified and the mileage was low, the solution was only to reprogram the transmission control module. However, when mileage is over 20,000, the solution is to replace the valve body, a part which the Ford dealership quoted at \$1,500 plus \$300 for labor. When my brother asked why a recall was not issued for this problem, he was told not enough complaints had been filed.

The cost of this repair is more than half the current value of my vehicle. If your company had notified me when this issue was identified, the problem would have been resolved under warranty; therefore, before I report the problem to the Department of Transportation's National Highway Transportation Safety Administration, I am giving you the opportunity to correct the issue with my vehicle, demonstrate that Ford stands behind its products, and confirm my confidence in purchasing a new Ford vehicle.

Please contact me by email at [REDACTED] or at the address above in response to my request.

Sincerely,

[REDACTED]

Ford Motor Company [REDACTED]
[REDACTED]

Friday, September 9, 2016 4:47 PM

From: "Tier 1 Email - CRCFMC" <crcfmc@ford.com>

To: [REDACTED]

Hello [REDACTED]

Thank you for your reply.

I appreciate your clarification on the situation. I was able to review your account and your vehicle did not have any other recalls or Customer Satisfaction Programs. Please note the TSB's are a supplement to a vehicle's repair manual and provided to the dealerships for service and repair purposes and warranty coverage is not extended. With that said, the resources I have access to provides limited reference to the TSB's. Your Service Technician will be able to provide you with additional details.

Thank you for contacting Ford Motor Company.

Sincerely,

Jaivette
Customer Relationship Center
Ford Motor Company

Should you feel that we have not adequately addressed your concern(s), we may require additional information, please feel free to contact us via telephone at (800)392-3673 between the hours of 8:00 a.m. - 8:00 p.m. EST (Monday-Friday) / 9:00 a.m. - 5:30 p.m. EST (Saturday). Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Your reference number is [REDACTED]

In addition, you can try online support at www.owner.ford.com. Here you can find answers to frequently asked questions (FAQs) and links to other key product and service information.

Ford Confidentiality:

For security reasons, please **DO NOT** submit any sensitive personally identifiable information (PII), such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

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

From: [REDACTED]
Received: 9/9/2016 3:42 PM
To: Tier 1 Email - CRCFMC
Subject: Fw: Ford Motor Company [REDACTED]

Good Afternoon again Jaivette -

We have contacted the Ford Dealership in Jackson, Ohio regarding program #12N03. Per the dealership, that number deals with a throttle body issue - not a transmission valve body issue, as was diagnosed for my vehicle. The throttle body relates to the engine rather than the transmission. Can you please review this issue again and respond relating to the issue related to the issue identified in TSB 08-24-

1.

[REDACTED] 9/11/2016

Thank you -
[REDACTED]

----- Forwarded Message -----

From: [REDACTED]
To: Tier 1 Email - CRCFMC <crcfmc@ford.com>
Sent: Friday, September 9, 2016 3:09 PM
Subject: Re: Ford Motor Company [REDACTED]

Good Afternoon Jaivette -

Thank you for your prompt response. I am very surprised to learn that notifications were mailed to owners in December of 2012. I am the sole and original owner of my vehicle and have lived at my current address since 1999. I can assure you the vehicle registration/contact information has not changed since I purchased the vehicle. I did not receive any type of notification regarding #12N03 from your company in December 2012 or after. My vehicle currently has under 150,000 miles and at the time of the issuance of #12N03 it would have been within 10 years of the original warranty. Had I received any type of notification of an issue with the vehicle, I would have immediately taken it to a Ford dealership. Please confirm that since the vehicle has under 150,000 miles and Ford failed to properly notify me in spite of no change in ownership or change in address, that the repair of the vehicle still be covered under #12N03.

Thank you,
[REDACTED]

From: Tier 1 Email - CRCFMC <crcfmc@ford.com>
To: [REDACTED]
Sent: Friday, September 9, 2016 2:51 PM
Subject: Ford Motor Company [REDACTED]
[REDACTED]

Hello [REDACTED]

My name is Jaivette, I am from Ford's Customer Relationship Center (CRC). I have reviewed your email regarding the issues with your 2005 Ford Five Hundred.

I completely understand how frustrating and inconvenient vehicle repairs can be. I was able to thoroughly review your

[REDACTED] 9/11/2016

vehicle's information and see there was a Customer Satisfaction Program notification mailed out in December of 2012 related to the engine idle rpm surge, program #12N03. The offer was for a one-time repair and effective for 10 years or 150,000 miles after the original warranty start date.

Ford Motor Company and the National Highway Traffic and Safety Administration (NHTSA) work together to proactively identify areas of concern through investigation of consumer and dealer feedback. During an investigation Ford co-operates fully with NHTSA. Due to our rigorous safety standards and constant testing, not all issues result in recall or customer satisfaction programs.

By law, Ford Motor Company is required to mail recall letters to the last known registered owner. However, due to privacy laws, state registration data is restricted and Ford Motor Company obtains current registration information from a third-party company each time a letter is generated.

Prior to any future recall notifications, Ford will obtain new registration and title information and notify the identified vehicle owner on record. We recommend that you contact your local Department of Motor Vehicles to ensure their registration records are up-to-date.

At this time, I recommend that you continue to work with your Ford Service Technician to determine what resolution is best fit to resolve your concerns.

Thank you for contacting Ford Motor Company.

Sincerely,

Jaivette
Customer Relationship Center
Ford Motor Company

Should you feel that we have not adequately addressed your inquiry, we may require additional information, please feel free to contact us via telephone at (800)392-3673 between the hours of 8:00 a.m. - 8:00 p.m. EST (Monday-Friday) / 9:00 a.m. - 5:30 p.m. EST (Saturday). Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Your reference number is [REDACTED]

In addition, you can try online support at www.owner.ford.com. Here you can find answers to frequently asked questions (FAQs) and links to other key product and service information.

Ford Confidentiality:

For security reasons, please **DO NOT** submit any sensitive personally identifiable information (PII), such as credit card numbers, driver license number, SSN, DOB, etc. Thank you

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

From: [REDACTED]
Received: 9/9/2016 9:25 AM
To: Lincoln Email - CRCHELP1
Subject: Website Comments

Questions/Comments: I am following up again on a letter I sent to your company. I inquired last week if the letter had been received, but it appears you are more concerned with timely response to email inquiry since I received a survey today about that response, so I am enclosing the contents of the letter below to be considered as an email request. [REDACTED]

[REDACTED] Columbus, OH [REDACTED] August 23, 2016 Ford Motor Company Customer Relationship Center P.O. Box 6248 Dearborn, MI 48126 Dear Ford Customer Service: I am writing to you regarding my 2005 Ford Five Hundred SEL (VIN 1FAFP24115G [REDACTED]), which I purchased new in 2005. I have been very happy with the vehicle until recent issues with the transmission. I normally only drive locally and had noticed issues with shuttering when stopping; however, two weeks ago, we took the car on a road trip and experienced not only the shuttering on stopping, but hard, banging shifting of the transmission. Upon returning from the trip, my brother took my vehicle to the Ford dealership in Jackson, Ohio for diagnosis. The technician confirmed the issue and notified my brother of a 2008 service bulletin regarding this problem from your company (TSB 08-24-1), which was applicable to my vehicle. The first paragraph of the bulletin refers to superseding TSB 07-26-9, which appears to indicate your company has known about this deficiency since 2007. Based on my brother's discussion with the technician and the TSB, if owners had been notified by Ford when the issue was identified and the mileage was low, the solution was only to reprogram the transmission control module. However, when mileage is over 20,000, the solution is to replace the valve body, a part which the Ford dealership quoted at \$1,500 plus \$300 for labor. When my brother asked why a recall was not issued for this problem, he was told not enough complaints had been filed. The cost of this repair is more than half the current value of my vehicle. If your company had notified me when this issue was identified, the problem would have been resolved under warranty; therefore, before I report the problem to the Department of Transportation's National

[REDACTED] 9/11/2016

Highway Transportation Safety Administration, I am giving you the opportunity to correct the issue with my vehicle, demonstrate that Ford stands behind its products, and confirm my confidence in purchasing a new Ford vehicle. Please contact me by email at [REDACTED]

Contact Information

First Name [REDACTED]

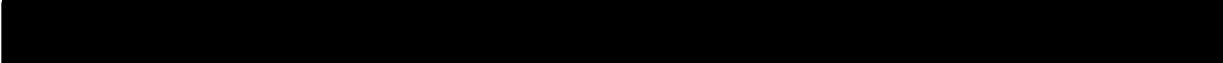
Last Name [REDACTED]

Address [REDACTED]

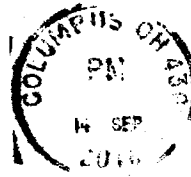
City : Columbus, **State** :OH, **country** :USA, **Zip** [REDACTED]

Email Address [REDACTED]

Phone Number [REDACTED]



Columbus, OH



Mark R. Rosekind, Administrator
National Highway Transportation Safety Administration Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590