

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#) [REDACTED]
Subject: ODI-11434541
Date: Friday, October 29, 2021 1:47:11 PM
Attachments: [REDACTED]

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[REDACTED]
Subject: Complaint Number: 11434541
To: nhtsa.webmaster@dot.gov

Dear Sirs,

I am inquiring about this safety recall. Complaint Number: 11434541.
I did write to Ford motor Corp and sent the mail certified return receipt but have had no reply.

I did also locate another Complaint related to the same problem 1992 to 1997 F150 Trucks with Touch Drive ESOF Operation and E04D Transmission.

TSB 92-01-08 (Excerpt) Touch-Drive ESOF Operation.

The recall states FSA 93S65 1993 F-Series and Bronco 4x4 Vehicles with the Touch-Drive Electric Shift-on-the-Fly Transfer Case (ESOF) (F1TA-7A195-DA)

Check [the Ford website](#) &/or [the NHTSA](#) to see if your VIN is affected.

Note that this is a safety recall, and any included vehicle will be repaired free, no matter how old it is, how long the owner waits to present it for repair, or how many times it has been sold.

Ford Motor Company has determined that a defect which relates to motor vehicle safety exists in certain 1993 Model Year F-Series and Bronco 4x4 vehicles equipped with the Touch-Drive electric shift transfer cases.

Safety Defect

Some of the affected vehicles may have an electronic transfer case that contains a prior level electric shift motor. In the four-wheel drive "high" mode of operation, the transfer case may shift to "neutral" without input from the driver. This condition may occur while the vehicle is coasting in a forward direction or while engine power is being applied in reverse. The vehicle can be operated normally in the two-wheel drive modes and in the four-wheel drive "low" mode.

WARNING: IF A DRIVER PARKS THE VEHICLE IN THE FOUR-WHEEL DRIVE "HIGH" MODE WITHOUT FULLY SETTING THE PARKING BRAKE, IT COULD ROLL FREELY AS IF IN NEUTRAL CREATING THE POSSIBILITY OF A CRASH OR PERSONAL INJURY.

As stated in the Owner's Guide for your vehicle, Ford recommends that a vehicle operator always set the parking brake when leaving the vehicle unattended.

Repairs

At no charge to you, your dealer will inspect the transfer case and, if necessary, replace it. Dealers currently have instructions and parts ordering information. When you bring your truck in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge. If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, 300 Renaissance Center, P.O. Box

43360, Detroit, Michigan 48243. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D.C. area residents may call 366-0123).

How Long Will It Take?

The time needed for the inspection is approximately one half (1/2) hour. However, due to service scheduling times, your dealer may need your vehicle for one full working day. If the inspection reveals that a new transfer case is needed, it may be necessary for your dealer to order it. Call your dealer without delay.

Ford E4OD Transmission Problems: An In-Depth Look

[REDACTED]

Updated: Jun 6, 2021

[REDACTED]

NHTSA Complaint ID: [1053636](#)

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

ASRC Federal Holding Company

Quality Control Analyst

[REDACTED]

7000 Muirkirk Meadows Drive, Beltsville, MD 20705

asrcfederal.com | Purpose Driven. Enduring Commitment.

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Ford E4OD Transmission Problems: An In-Depth Look



Updated: Jun 6, 2021

If you're looking to buy a Ford truck or [SUV](#) from the nineties, you're likely to come across many equipped with the automatic E4OD transmission. Built with dependability in mind, this transmission gets the power to the ground with ease. Despite that, it does have its fair share of issues.

What are the most pressing Ford E4OD transmission problems on record?

You should know that there are a handful to watch for as you look for a Ford worth buying, such as:

- **Rough shifting**
- **Malfunction of its overdrive**
- **The risk of the truck rolling away**
- **Loss of power**

Fortunately, this article aims to explain all the Ford E4OD transmission problems that have come up over the years. With that info, you can move ahead in your car buying journey well informed about the potential issues.



The History of Ford's E4OD Transmission

Ford built the E4OD using the three-speed planetary gearset featured in their beloved C6, the SelectShift Cruise-O-Matic transmission.

Like its hydraulic predecessor, it was made to handle nearly 500 ft-lb of torque, making it a great choice for their trucks and SUVs. The addition of an overdrive gear and the switch to electronic shift controls set it apart, however.

Since the E4OD proved reliable even under heavy loads, Ford put it in their E- and F-Series workhorses plus the Bronco, Expedition, and SVT Lightning. This automatic transmission remained in service from 1989 to 1998 when it was redesigned to create the 4R100.

A Rundown of Ford E4OD Problems

Although the Ford E4OD is largely known for its dependability, owners have noted a variety of issues that have interrupted their drives. The most common ones to come up over the years include:

Rough Shifting

The 1995 [Ford Bronco](#) and similar vehicles can start to jerk and lurch as the transmission hunts for the next gear.

The rough shifting patterns can make it difficult to safely pilot your vehicle at low and high speeds. Technicians are generally unsure of the cause, but replacement can help.

Overdrive Malfunction

The [E4OD transmission](#) should automatically go into overdrive as the engine hits high RPMs. As it malfunctions, it may switch to neutral or continuously go in and out of the overdrive gear.

A vacuum leak, defective transmission module, or bad throttle position sensor could cause this issue.

Power Loss

As your transmission moves through the gears, it sends power through the transfer case, so it goes to the wheels.

If the transfer case does not properly disengage afterward, your vehicle may seem to lose all its power. Usually, replacement of the control module fixes this problem.

Rollaway Risk

NHTSA Complaint ID: [1053636](#)

When you move the gear selector from drive to park, you should be able to exit the vehicle without it moving. Unfortunately, defective shift linkage can result in it staying in drive no matter where the gear selector sits. If that happens, it could suddenly roll away.



THOUSAND OAKS
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THOUSAND OAKS, CA 91362-9998
(800)275-8777

09/27/2021

02:33 PM

Product	Qty	Unit Price	Price
First-Class Mail® Large Envelope	1		\$1.56
Dearborn, MI 48121			
Weight: 0 lb 2.50 oz			
Estimated Delivery Date			
Fri 10/01/2021			
Certified Mail®			\$3.75
Tracking #:			
70200090000078196052			
Return Receipt			\$3.05
Tracking #:			
9590 9402 1512 5362 5430 54			
Total			\$8.36
Grand Total:			\$8.36
Cash			\$9.00
Change			-\$0.64

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☐ Return Receipt (electronic) \$0.00

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☐ Adult Signature Restricted Delivery \$0.00

Postage \$1.56

Total Postage and Fees \$8.36

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State ZIP

DEARBORN, MI 48121

PS Form 3800, April 2015 PSN 7530-02-000-9047

See Reverse for Instructions

USPS is experiencing unprecedented volume increases and limited employee availability due to the impacts of COVID-19. We appreciate your patience.

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Thank you for your business.

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or scan this code with your mobile device.



Dear Sirs,

09-27-2021

Regarding Ford Safety Recall 93S65.

4X4 Transfer Case comes out of gear while in 4X4 High and will roll away, pops out of gear while in reverse, shift indication lights fail to report proper placement of the transfer-case, at start up the Vehicle shifts on its own, Shift from 2H to 4H results in Chatter, the Vehicle is currently stuck in 4L.

I was made aware of a recall publication (TSB 92-01-08 (Excerpt) Touch-Drive ESOF Operation) that is specifically related to this problem Safety Recall 93S65.

Affected Vehicles: 1993 Model F- Series and Bronco 4x4 Vehicles.

I went to DCH Ford in thousand Oaks for direction; I spoke with Daneel Wilson (Service Director) 805 491-7049, dwilson@dchusa.com regarding this recall. Daneel suggested I write to Ford NHTSA, Ford must address this safety recall first. The Truck is now stuck in 4L and this safety recall must be addressed please.

[REDACTED]

[REDACTED].

Thousand Oaks, Ca. [REDACTED]

[REDACTED]

[REDACTED]

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

NHTSA Complaint 09-27-2021

Regarding Ford Safety Recall 93S65 4X4 Transfer Case comes out of gear while in 4X4 High and will roll away, pops out of gear while in reverse, shift indication lights fail to report proper placement of the transfer-case, at start up the Vehicle shifts on its own, Shift from 2H to 4H results in Chatter, the Vehicle is currently stuck in 4L. I found a recall publication (TSB 92-01-08 (Excerpt) Touch-Drive ESOF Operation) that is specifically related to this problem Safety Recall 93S65. Affected Vehicles: 1993 Model F- Series and Bronco 4x4 Vehicles.

I went to DCH Ford in thousand Oaks for direction; I spoke with Daneel Wilson (Service Director) 805 491-7049, dwilson@dchusa.com regarding this recall. Ford and NTSB do not show this Recall.

Ford must address this safety recall first.

Please advise



Complaint Number: 11434541, submitted electronically to NHTSA on 9/27/2021, 12:13:37 PM.

1. Vehicle Information

Vehicle Identification Number (VIN)

2FTEF14H1PC [REDACTED]

1993 FORD F-150

2. Incident Information

Problem Parts

Which parts of your vehicle were affected?

- ☒ Power Train
- ☒ Other/I Am Not Sure

What happened?

In your own words, tell us what happened.

Regarding Ford Safety Recall 93S65 4X4 Transfer Case comes out of gear while in 4X4 High and will roll away, pops out of gear while in reverse, shift indication lights fail to report proper placement of the transfer-case, at start up the Vehicle shifts on its own, Shift from 2H to 4H results in Chatter, the Vehicle is currently stuck in 4L. I found a recall publication (TSB 92-01-08 (Excerpt) Touch-Drive ESOF Operation) that is specifically related to this problem Safety Recall 93S65. Affected Vehicles: 1993 Model F- Series and Bronco 4x4 Vehicles. I went to DCH Ford in thousand Oaks for direction, I spoke with Daneel Wilson (Service

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Additional Details

When did this happen?

9/7/2021

Was there a crash?

No

Was there a fire?

No

Was there an injury or fatality?

No

How fast were you going?

(in mph) (optional)

0

About how many miles were on the vehicle at the time of the incident? (optional)

186000



Safety Recall 93S65 4X4 Touch, 4X4 Touch-Drive ESOF Operation.pdf



Transfer Case Black Cable I.D. FT3B,7A786,P260H CA (8) PDF.pdf

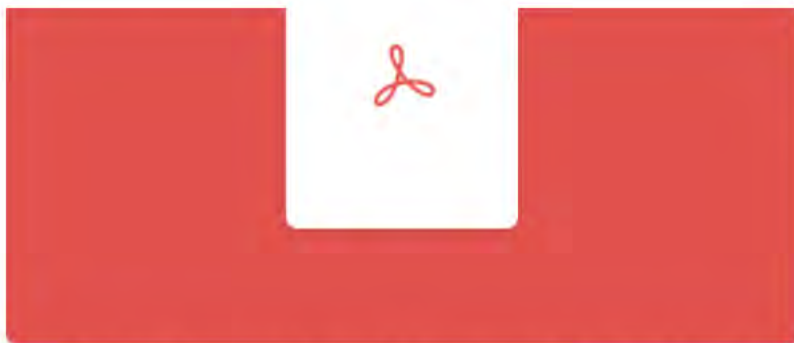


Transfer Case Shift Motor for Ford 1993 F150 XLT 4x4 (1) PDF.pdf



Transfer Case Black Cable I.D. FT3B,7A786,P260H CA PDF.pdf





Transfer Case I.D. # M012 3 1356-62, 144377 F2TA-FA, Black Cable (5) PDF.pdf

3. Personal Information

This information is necessary in case we need to contact you for additional data or to clarify your entries.

Name:

[REDACTED]

Email:

[REDACTED]

Address:

[REDACTED]

Thousand Oaks, CA

[REDACTED]

Phone:

[REDACTED]

Information Sharing Notice

NHTSA may share your complaint, including your name and contact information, with the vehicle or equipment manufacturer in the interest of safety. You can opt-out of this sharing below. However, NHTSA may still share your complaint with the manufacturer (even if you opt-out) if there is an official safety investigation or safety recall.

☐ **DO NOT share my personal information with the manufacturer prior to the start of a safety investigation or recall.**

Safety Recall Alerts

NHTSA will use the email address in this form to alert you if your vehicle could be subject to a safety recall.

☐ **I DO NOT wish to receive safety recall alerts from NHTSA.**

If you have questions regarding your complaint, please contact NHTSA's Vehicle Safety Hotline at 888-327-4236 (TTY: 888-424-9153), Monday-Friday, 8 a.m. to 8 p.m. ET. You can also email us ([hyperlink nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)) — be sure to include your complaint number in the email.

4X4 Touch-Drive ESOF Operation



NHTSA Complaint ID# 1053636



TSB 92-01-08 (Excerpt) Touch-Drive ESOF Operation

IF THE IMAGE IS TOO SMALL, click it.

Publication Date: JANUARY 6, 1992

LIGHT TRUCK: 1990 and prior BRONCO II

1992 and prior AEROSTAR, BRONCO, F-150, F-250, F-350, RANGER

1991-92 EXPLORER

ISSUE: Ford 4-wheel drive vehicles were discussed at length in the 1991 April, May and June issues of Shop Tips. Topics included locking hubs, transfer cases, vehicle operating characteristics, driveline windup and service tips. This information is being reprinted here to better assist the technician with questions concerning 4WD operation and service.

ACTION: Refer to the following for Ford 4WD information.

"TOUCH DRIVE" - NEW ELECTRONIC CONTROL MODULE FOR 1991

A new electronic control module has been installed on the 1991 model Ford trucks with "Touch Drive," built after 8/6/90. The new module features a different computer logic to control shifting.

With the previous module, it was possible for the driver to select 4L directly from 2WD. However, the control module actually shifted the vehicle into 4H first, then checked to see if the vehicle was stopped and that the automatic transmission was in neutral (or the manual transmission clutch was disengaged). If these conditions were not met, the actual shift wouldn't take place. Instead, everything would be made ready for the moment when the shift could be completed. This was called pre-staging.

During pre-staging, the Low Range light flashed. This confused some customers. In addition, pre-staging and the flashing light sent confusing signals to the new **E4OD transmission's electronic controller.**

The new module solves both these problems. With the new logic, if the driver selects 4L when in 2WD, nothing will happen, because the transfer case controller ignores the 4L signal. The driver must make the shift to 4H first, then (while stopped) shift to 4L.

DIAGNOSIS OF THE ELECTRIC SHIFT 4 x 4 TRANSFER CASE

The Ford "Touch Drive" electronic shift-on-the-fly system is currently available on Ranger, Bronco, F-Series and Explorer. Following are the six common concerns most often expressed by customers:

Nothing happens (dead system).

No range shift.

Attempt to shift into 4H from 2H or 4L results in the module clicking and chattering and the system stops in 2H.

At start up, the vehicle shifts on its own.

Indicator lights don't register the correct information.

Shifting on the fly isn't smooth and may require stopping in order to complete the shift.

All these conditions can be best understood by taking a close look at a schematic of the electrical system linked below.

***** USE THIS DIAGRAM *****

P1 = ESOF Module Pin A8

P2 = ESOF Module Pin A7

P3 = Electronic Shift Control Switch Pin 8



Power In

Power is supplied to the system at 3 points:

P1. This is a direct connection to the battery. This power drives the electric shift control motor and provides current to the instrument cluster lamps. This circuit goes to ground G1.

P2. The electronic shift control module is tied into the ignition circuit. This circuit provides power to the computer and goes to ground G2.

P3. Nighttime illumination is provided by a connection to the vehicle's nighttime illumination circuit, which goes to ground G3.



The electronic shift control module directs power depending on the position of the control switches. In Figure 21, you will notice that inputs and outputs to and from the shift module are labeled "A", "B" or "C." "A" circuits are power circuits, "B" circuits are data circuits from sensors and "C" circuits are

activating switch and related lamp circuits.

We have already explained the power in circuits "A." The "B" circuits supply data from three sources: The speed sensor, the motor position sensor and either a neutral switch (for automatic transmissions) or a clutch switch (for manual transmissions).

The speed sensor is important because the vehicle must be stopped for a shift into or out of 4L. The shift module won't make the shift if the vehicle is moving. The shift module also won't make a shift to 4L or back unless an automatic transmission is in neutral or the clutch is depressed on a manual transmission.

The motor position sensor indicates the position of the shift motor shaft. This shaft turns through approximately 270 degrees and should stop at three indexed points, 2H, 4H and 4L (Figure 20). The shift control module needs to know where the shaft is before making a new shift. When this sensor isn't functioning properly or the motor stops slightly off location, the shift control module may become "confused."

The "C" circuits involve the switches on the vehicle's control panel. When everything is working properly, activating a switch will result in either a from 2H to 4H or back, or a shift from 4H to 4L or back. The default operating mode is 2H. This means that in the absence of other instructions, the control module will assume that the vehicle should be in 2H. If there is a failure in the system during shifts or engine start up, it will default the vehicle to 2H and permit continued operation.

DIAGNOSIS

With this background, let's diagnose our six problem areas.

Nothing Happens (Dead System)

The obvious first step in diagnosing a dead system is to check the power sources, fuses and grounds. If these check out, you should run the shift control module self-test. Figure 22 shows the module with pigtail "A," "B" and "C" attachments. The self-test button and self-test LED are located on the side of the shift control module.

Disconnect the "B" and "C" connectors, turn on the ignition and allow 4 seconds for the module to power up. Then push the self-test button. If the LED doesn't illuminate, the module is dead and must be replaced. If the LED comes on and stays on for 30 seconds, there is an error condition and the module will have to be replaced. If the module is OK the LED will flash 4 times.

This test, however, is not 100 percent accurate. During the test, the vehicle isn't operating, so the shift control module isn't receiving data and initiating shifts. If the unit passes the self-test, it's probably a good module. Go on to check for other probable causes, but don't rule out the module entirely. If your

search doesn't turn up any other cause, it may be the module after all. You may have to try replacing the module even though it passed the self-test.

Check Sensors

A logical next step is to check the three sensors with the ignition on. The transmission sensors (manual or automatic) should be closed with the clutch in, or the automatic shift in neutral. The speed sensor should show 225-275 ohms with the vehicle stopped. Check at the module connection.

Check both the motor position sensors and the wiring harness at B4, B5, B6 and B7 and the input from B8 (see Figure 21). Make sure the harness is OK first, then check the contacts against the chart in Figure 23. Each valid combination of open and closed switches indicates a different position of the motor. For example, at the 4H position, B7 is closed, B6 is closed, B5 is open and B4 is open. Besides the three main positions (2H, 4H and 4L), intermediate positions are also shown - three between 2H and 4H and three between 4H and 4L (see Figure 20 and the chart in Figure 23). Combinations other than those shown in Figure 23 indicate a defective motor sensor assembly.

Check Transfer Case Motor

To check if the transfer case motor is actually functioning (because it may be hard to hear it in a noisy shop) attach a voltmeter to A4 and A5. Have someone activate a shift and look for a brief (one second) increase in voltage and listen for the relay to click on, then off.

If there is power present, then the control module is trying to run the motor. At this point, unbolt the motor and have someone activate a shift again. If the motor doesn't actually turn, it is malfunctioning and must be replaced.

If there is no power to the motor, check both the power circuits again and the sensors. If there is incorrect sensor data, the module won't power the motor.

Check Shift Switches

If the problem isn't in the sensors or the motor, you should next check the control panel switches. Make this check with the ignition on. Disconnect the "B" and "C" connections to the sensors, so that their data won't confuse the diagnosis. Now check power at the C1 connection at the module. There should be 5 volts coming from the shift control module to the 4H and 4L switches. Check C1, C2, and C3 for short to ground.

You can check the switches themselves by disconnecting C1 and checking continuity across C1 to C2 and

C1 to C3. If current passes when the switch buttons are pushed, the switches are OK.

Finally, check for a short between C2 and C3 by bridging between them and activating the 4H and 4L buttons. There are situations where wiring harnesses get crushed in such a way that two wires are crushed together and short, even though there is no short to ground.

Check Lamps

To check the lamps, turn the ignition on and ground C4 and C5. The lamps should light.

No Range Shift

If the vehicle won't shift into 4L, check the speed sensor and the transmission interlocks (neutral or clutch in). Also check the 4L switch (C3) to see if the module is getting a signal. Be sure to check for corroded connections.

It may seem strange to say this, but you should ask the owner/operator if this was the first time the vehicle was ever shifted into 4L. Many vehicles are purchased and operated for considerable periods of time before a shift to 4L is made. The problem may be a defective part that was there from the beginning.

If the vehicle is brought to the shop in 4L with the report that it won't shift back to 4H, your first check is to follow the proper sequence of being stopped and having the vehicle in neutral (or clutch in) when pushing the switch. If this doesn't do the trick, check the 4L switch and the motor position sensor.

Shift From 2H to 4H Results in Chatter and Clicking Noises From The Module, But No Shift

Typically, in this situation the motor hunts for 4H, but overshoots, then hunts back and overshoots the other way. After 7-10 seconds, with lots of clicks and chatter, the module gives up and returns to the default, which is 2H. This problem is normally not the sensor input. It is usually the result of the motor running too fast or braking too slowly to allow the module to position it accurately. The motor must be replaced.

At Start Up, the Vehicle Shifts On Its Own

This can occur when the motor position sensor indicates an intermediate position between 4H and 4L. If the vehicle is started in PARK instead of NEUTRAL, when the driver first moves the transmission shift lever to DRIVE, the transmission passes through NEUTRAL. As it passes through NEUTRAL, the shift

module activates the shift called for by the misinformation from the motor position sensor. On manual transmissions or automatic transmissions started in NEUTRAL, the shift occurs immediately. This may be a one-time-only event. However, the motor position sensor should be checked if it happens frequently.

There is another situation when owners may report a similar occurrence. In Bronco II, Ranger and Explorer vehicles built before August, 1990, the shift control module is turned on whenever the ignition switch is placed in the accessory position, but the shift lights are not powered. For example, if someone has the radio on while they clean the interior of the cab, and they accidentally activate a shift button, there would be no indication of what had happened. If they then went to drive the vehicle, the shift that had been accidentally selected would be seen. In vehicles built after August, 1990, the module is only powered in the run and start position.

Indicator Lights Don't Register the Correct Information

Ranger, Bronco II and Explorer have indicator lights in two locations. There are lights on the dash and LED indicator lights in the switches. Other vehicles have only the dash lights. If the dash lights on any vehicle don't respond, look for no power or a burned out bulb.

If the lights are on all the time, look for a short to ground. Also check to see if the shift control module is activating them all...this is a malfunction.

If the LED lights, in the buttons, remain on all the time, first check to see if the dash lights are also on. If the dash lights are not on, this means that the dash lights have burned out. The LED lights are on because a low current is still passing across, enough to light the LED.

If no lights illuminate as you go through the shifts and ground power and bulbs are good, then the module is at fault or the motor has stopped at an intermediate point.

Shifting on the Fly Isn't Smooth and May Require Stopping in Order to Complete the Shift

Look for problems with the electric magnetic clutch. If the ratcheting or grinding goes on for more than four seconds, there may be a problem with power to the clutch from the shift control module, the clutch ground or the clutch itself. Check the wiring harness as well.

For other TSBs, check [here](#).



FSA 93S65 1993 F-Series and Bronco 4x4 Vehicles with the Touch-Drive Electric Shift-on-the-Fly Transfer Case (ESOF) (F1TA-7A195-DA)

Check [the Ford website](#) &/or [the NHTSA](#) to see if your VIN is affected.

Note that this is a safety recall, and any included vehicle will be repaired free, no matter how old it is, how long the owner waits to present it for repair, or how many times it has been sold.

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Safety Defect

Some of the affected vehicles may have an electronic transfer case that contains a prior level electric shift motor. In the four-wheel drive "high" mode of operation, the transfer case may shift to "neutral" without input from the driver. This condition may occur while the vehicle is coasting in a forward direction or while engine power is being applied in reverse. The vehicle can be operated normally in the two-wheel drive modes and in the four-wheel drive "low" mode.

WARNING: IF A DRIVER PARKS THE VEHICLE IN THE FOUR-WHEEL DRIVE "HIGH" MODE WITHOUT FULLY SETTING THE PARKING BRAKE, IT COULD ROLL FREELY AS IF IN NEUTRAL CREATING THE POSSIBILITY OF A CRASH OR PERSONAL INJURY.

As stated in the Owner's Guide for your vehicle, Ford recommends that a vehicle operator always set the parking brake when leaving the vehicle unattended.

Repairs

At no charge to you, your dealer will inspect the transfer case and, if necessary, replace it. Dealers currently have instructions and parts ordering information. **When you bring your truck in, show the dealer this letter.** If you misplace this letter, your dealer will still do the work, free of charge. **If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, 300 Renaissance Center, P.O. Box 43360, Detroit, Michigan 48243.** You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D.C. area residents may call 366-0123).

How Long Will It Take?

The time needed for the inspection is approximately one half (1/2) hour. However, due to service scheduling times, your dealer may need your vehicle for one full working day. If the inspection reveals that a new transfer case is needed, it may be necessary for your dealer to order it. Call your dealer

without delay.

Courtesy Cars

Should the transfer case of your vehicle require replacement, your dealer will provide you with a free (except for fuel) courtesy car until parts arrive and repairs are completed.

Affected Vehicles: 1993 Model F- Series and Bronco 4x4 Vehicles

Technical Instructions

1. Inspect the electronic transfer case wiring harness (the wiring harness may need to be cleaned for inspection). If the harness is GRAY, DO NOT REPLACE THE TRANSFER CASE. Claim inspect time only.
2. If the harness is BLACK, replace the transfer case as outlined in the appropriate shop manual.
3. Return the removed transfer case, freight prepaid, to:

Warranty Parts Return Center
1285 South Mill Street
Plymouth, MI 48170
c/o Safety Recall 93S65

Labor Allowances

Inspect transfer case wiring harness 0.3 Hrs.

Remove/Install transfer case (includes inspection) 1.5 Hrs.

Order your parts requirements by calling 1-800-325-5621 (Renkim Corporation). When confirmed that a transfer case replacement is required, Renkim will submit the order to have one direct shipped to you.

When calling this number, be prepared to give the following information:

VIN Number: **2FTEF14H1PC** [REDACTED]

P & A Code:

Program Number: [REDACTED]

Warranty Repair Order Number:

Dealer Name, Address, and Zip Code: **DCH Ford of Thousand Oaks, 3810 E. Thousand Oaks Blvd.
Thousand Oaks, CA 91362**

Name of contact at dealership: **Daneel Wilson, Service Director, 805 491-7049,
dwilson@dchusa.com**

Telephone Number: **877-681-9091**

Color of the wiring harness: **Black**

BW1356 ESOF

