

1/21/25

To: National Highway Traffic Safety Administration
From: [REDACTED]

[REDACTED], Leo IN [REDACTED]
[REDACTED]

We had a very dangerous situation with our Thor RV in the mountains of South Carolina.

With no warning lights or any other warning, our RV would not back up. Then it chugged forward. At the time, we had stopped at a college and were off the mountain roads. We were lucky it didn't happen while driving among semis and vehicles on mountain turns.

We have read many articles on the Ford engines in RV's relating to the transmissions. It ended up being our transmission.

We sent the enclosed letter with some documents to the Board at Ford Motor Company. They have said they know there are problems with the RV transmissions in 2018 but they won't issue a recall.

Please help facilitate a recall so that an accident that may be fatal does not happen with these faulty transmissions.

AL

January 13, 2025

Dear James,

During the first week of July 2024, we experienced a very dangerous situation with our transmission on our 2018 Thor Miramar 37.1 in South Carolina near [REDACTED]. We were driving to drop off our [REDACTED] to college and had our [REDACTED] with us. Without warning of any kind on the dash or no unusual sounds and no unusual shifting activity, the RV would not back up. We were in an area that caused a problem by not being able to back up so we eventually maneuvered out of the situation.

We called many places around the area to see who could look at the transmission, but none could work on an RV of that size. We finally found a large semi-truck repair business Truck World in Greer South Carolina and drove very slowly on the interstate with forward gears that began to not work correctly.

Truck World tried to replace a part first that they thought was the cause but that did not work. They helped us try to find a Ford dealership nearby but again, none could work on that large of an RV. We finally did find one a couple hours south, but they would not be able to get it in for over a month and we had to have the RV for a reserved vacation 10 days from then.

We called back to our hometown near Fort Wayne Indiana and Bob Thomas Ford said it would be better to get it fixed at Truck World than tow it the 12 hours through the mountains back to Fort Wayne. Truck World got the transmission from D&D Ford in Greer Truck World put it in and had the Ford dealership sync it.

We have been dealing with Ford Warranty and have asked them to help us with the cost of this as it was over \$9,000. It had 77,000 miles on it and we realize that made it above the warranty; but, we believe we had a faulty transmission and had a faulty warning system for problems.

We base this on the fact that we have 2 Ford F150 trucks, an older one and a 2019 and both have over 100,000 on transmission. We also have had 5 RVs, all with Ford engines. All were traded in with over 100,000 miles on the transmission and never a problem. We service our RVs per maintenance policy.

We had some things going on that after looking on the internet may have been indications of a faulty transmission from the beginning of buying it. I am sending the paperwork as attachments to this letter. The first is that we had vibrations at 60-62 mph that we took in the month after we bought the vehicle to Bob Thomas Ford. Second, is that we had the RV in many times from when we bought it because of the loud noise coming from the engine and which included excessive heat on the doghouse. Everyone kept re-insulating and sealing the doghouse. After we got the new transmission, the noise was greatly reduced and the doghouse has not been hot.

We are going to turn this into the National Highway Safety because we think that it is important because we could have been in the mountains driving in North, South Carolina and Tennessee and had this happen which would have been so dangerous. Warranty said they would also turn it in to the NHTSA.

We know we had some miles over the warranty, but these truck engines and transmissions do not normally go out even before 150,000.

We are asking for investigation into these 2018 RV transmissions and also for help on what we had to pay on the new transmission. Warranty won't consider for 2 reasons: over warranty and because we didn't have a Ford dealer do the transmission work. We are saying in our defense that the transmission should not have gone out as it has been serviced regularly and it is uncommon for this truck transmission to go out at 77,000 miles and because we had some issues that we addressed

with vibration and unusual loud sounds and hot doghouse; and that we had no options to go to a Ford dealer to take care of this because of possible damage of towing and also because we had another reserved vacation within time span of distant Ford dealership scheduling. Please consider helping us on this.

Thank you,

[REDACTED]
Leo IN [REDACTED]
[REDACTED]

cc. William Clay Ford JR
Adriana Cisneros
Kimberly A. Casiano
Alexandra Ford English
Henry Ford III
William W. Helman IV
Jon M. Hunstman, JR
William E. Kennard
John C. May
Beth Mooney
Lynn Vojvodich Radakovich
John L. Thornton
John Veihmeyer
John S. Weinberg

Transmission Issues in Ford F-53 Chassis:

1. The Ford F-53 chassis, commonly used in Thor motorhomes, has experienced transmission problems, especially in models from 2018-2020.

2. Issues reported include:

- Harsh shifting
- Loud clunking noises
- Falling into neutral unexpectedly
- Hunting for gears
- Lurching

3. These problems are often associated with the 10R80 10-speed automatic transmission used in F-53 chassis during this period.

Specific Problems and Recalls

1. Thor Motor Coach issued a recall in 2020 for certain RV models built on Ford chassis due to potential driveshaft separation from the rear axle.

2. Some owners have reported transmission slipping issues, even in newer models.

3. There are class action lawsuits against Ford regarding the 10R80 transmission defects in various vehicle models, including those used in RVs.

Potential Causes and Solutions

1. Ford has identified issues with the C, D, F clutch housing in the transmission, specifically the center bushing movement causing various problems.

2. There is a Technical Service Bulletin (TSB 22-2428) addressing this issue, which may involve a partial transmission overhaul.

3. Some dealerships have performed transmission rebuilds, including installing updated drum hub assemblies, to address these issues.

4. In some cases, faulty grounds have caused transmission shifting problems in older F53 models (1999-2000), which can be resolved by following a specific TSB.

General Quality Concerns

1. There are numerous complaints about overall build quality in Thor motorhomes, including issues beyond just the transmission.

2. Some owners have reported multiple problems with their Thor RVs, including issues with appliances, fixtures, and general construction.



problems with 2018 ford motor home transmission X



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Search instead for problems with 2018 ford motor home transmission

AI Overview

Learn more

The 2018 Ford F-150 and other Ford vehicles with the 10-speed automatic transmission have had a number of reported issues, including:

Harsh shifting

The transmission may shift erratically or harshly, causing the vehicle to jerk or hesitate between gears.

Loud noises

The transmission may make a loud pounding noise when shifting gears, or when putting the vehicle into drive from park.

Loss of power

The vehicle may lose power while driving through an intersection.

Difficulty shifting

The vehicle may have difficulty shifting gears while traveling at highway speeds.

Unpredictable shift strategy

The transmission's shift strategy is unpredictable due to a number of factors, including the low quality friction elements and the transmission's reliance on oil pressure.

Oil pressure loss

The transmission's oil pump may lose oil pressure at the top end, causing the transmission to shift erratically.

Park function loss

A roll pin may not have been installed in the transmission, potentially causing a loss of the "Park" function.

Ford has attempted to address these issues through software updates and part replacements, but the problems have persisted. This has led to escalating legal claims, including a class action lawsuit over the 2017-2020 Ford F-150.

You can also watch this video to learn more about transmission problems in Ford vehicles:

▶ 1m

Ford's 10-Speed Transmission Problems

Nov 10, 2022 — Ford's new 10-speed transmission, known as the 10R80, was a collaboration with General Motors. It was...

Norman Taylor & Associates

Transmission Problems: Investigating The Latest Ford Lawsuit

Oct 11, 2022 — When the 10-speed transmission was released in Ford vehicles in 2017 onwards, Ford issued a technical...

Los Angeles Lemon Law Firm

Ford 10R80 Transmission • Problems & Solutions

Nov 24, 2023 — In terms of failure, the OEM transmission tends to shed a large amount of friction material over time du...

Next Gen Drivetrain, Inc.

Show all



Truck World Group LLC
 3060 South Carolina 101
 Greer, SC 29651
 (864) 606-2550
 main@truckworldgrouprepairllc.com
 www.facebook.com/truckworldrepair

Invoice

Created: 7/8/2024 01:29 PM EDT
 Invoiced: 7/9/2024 06:19 PM EDT
 Payment Term: On Receipt
 Service Writer: Anastasia Vereshchaha

2018 FORD ford

VIN: 1F66FSDY4J0
 Mileage In: 77,000
 Mileage Out: 77,001

Recommendations

diagnostic shows fault code for output shaft speed sensor remove pan remove transmission control body to replace sensor , recommend new transmission , original transmission had a lot of metal and aluminum shavings in transmission fluid and pan

Transmission will not go into reverse

Description	Price	QTY	HRS	Subtotal
1 Transmission Diagnostic r/r speed sensors , clean body control				\$1,120.00
2 Trans Speed Sensor	\$67.77	2		\$135.54
3 New Transmission	\$6,798.67	1		\$6,798.67
4 R/R Transmission Note: VasyI+ (6 hrs)paid 7/19/2024 +(4hrs)* Ruslan +(2hrs)			12	\$1,320.00
5 Transmission Fluid	\$16.24	3.5		\$56.84
Discount: (\$768.42)		Shop Supplies (5%): \$321.07		Tax (7%): \$449.50
				Total: \$9,433.20

Thank you for your business. The work is complete and your payment is due upon pickup of the vehicle. Mechanics liens may be placed on vehicles until repairs are paid for in full. Please contact us promptly if you have any questions about anything we did.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle described for

testing and/or inspection. Express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. SMOG: I understand that I can have emission service and/or adjustments done elsewhere. I hereby waive this right NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE.

****AFTER COMPLETION OF WORK ORDER. IF NOT PAID AND PICKED UP AFTER 24 HRS.

10% WILL BE ADDED THE TOTALED BILL PER DAY PLUS STORAGE FEES.

Parts	\$6,991.05
Labor	\$2,440.00
Subtotal	\$9,431.05
Discount	\$768.42
Shop Supplies	\$321.07
Tax	\$449.50
Grand Total	\$9,433.20
Paid To Date	(\$9,795.72)

REMAINING BALANCE \$0.00

(\$362.52)

WE ACCEPT CASH, ZELLE, CHECKS, MAJOR CREDIT CARDS, T-CHECKS, COMDATA CHECKS & EFS CHECKS. A 3.5% CARD PROCESSING FEE WILL BE APPLIED FOR ALL CARD PAYMENTS.

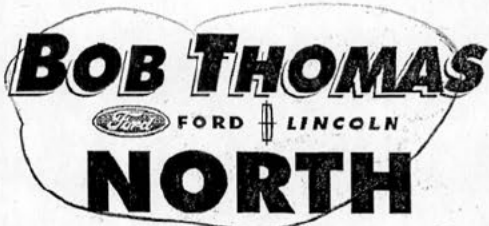
NO WARRANTY ON LABOR CAUSED FROM PART FAILURE

NO WARRANTY ON USED PARTS

NEW PARTS HAVE WARRANTY FROM MANUFACTOR (MANUFACTOR TYPICALLY TAKES 2-4 WEEKS TO REPOUND FOR PART FAILURE)

Signature _____

CUSTOMER #



INVOICE

310 W Coliseum Blvd.
Fort Wayne, Indiana 46805
(260) 482-9876

PAGE 1

LEO, IN
HOME
BUS:

SERVICE ADVISOR: 6155 JOE MARTZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	18	FORD Motorhome Chass	1F66F5DY4J0		11977/11977	T4941	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23 JUN 17 DD						CASH	26 MAR 19
R.O. OPENED		READY	OPTIONS: DLR:48K021 ENG:6.8_Liter				
09:08	11 MAR 19	15:50	26 MAR 19				

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 A CHECK THE BRAKES SQUEAL WHEN THEY GET WARM AFTER DRIVING A WHILE
 CAUSE: BRAKES

NC TEST DROVE DID NOT HEAR THE NOISE FROM THE BRAKES

4110WTWTY 0.00 (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

4110

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B REPAIR A VIBRATION IN THE VEHICLE 60 TO 62 MPH

NC REPLACED REAR DIFF MEMBER FILLED WITH FLUID AND REROAD TEST

4110WTWTY 0.00 (N/C)

1 GU9Z*4200*D DIFFERENTIAL AND CARRIER ASY (N/C)

1 TA*29* SEALANT - SILICONE (N/C)

16 XY*75W140*QL OIL - REAR AXLE (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

SERVICE HOURS

Monday thru Friday: 7:00 a.m. to 6:00 p.m.
 Saturday: 8:00 a.m. to 12:00 Noon

WE APPRECIATE YOUR BUSINESS!!

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
 By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:**
 We have added a charge equal to 5% of the total cost of labor and parts, not to exceed \$20.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00

PLEASE PAY THIS AMOUNT 0.00

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

LEO, IN

Retail



UNITED STATES
POSTAL SERVICE®



20590

RDC 99

S2324D501089-06

U.S. POSTAGE PAID
FCM LG ENV
LEO, IN 46785
JAN 23, 2025

\$1.77

(REF)

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1206 NEW JERSEY AVENUE, S.E.
WEST BUILDING
WASHINGTON DC 20590