



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

# ODI RESUME

Investigation: PE09-033  
Date Opened: 07/15/2009  
Date Closed: 11/17/09  
Principal Investigator: Stephen McHenry  
Subject: Torque Converter output shaft failure

Manufacturer: Ford Motor Company  
Products: MY 2004 and 2005 Ford Freestar and Mercury Monterey  
Population: 205,219 (estimated)

Problem Description: The torque converter output shaft may fail, resulting in a sudden loss of motive power with no warning.

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	124	580	654
Crashes/Fires:	0	1	1
Injury Incidents:	0	0	0
# Injuries:	0	0	0
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other*	0	2,791	2,791

\*Description of Other: Warranty Claims indicating a loss of motive power.

Action: This Preliminary Evaluation has been upgraded to an Engineering Analysis (EA09-016).

Engineer: Stephen McHenry *SMH*

Date: 11/17/2009

Div. Chief: Jeffrey L. Quandt

Date: 11/17/2009

Office Dir.: Kathleen C. DeMeter

Date: 11/17/2009

### Summary:

ODI has received 227 owner complaints alleging a sudden and unexpected loss of motive power due to an internal transmission failure in the subject vehicles. Of those complaints, 124 can be attributed to the torque converter output shaft splines stripping causing a sudden loss of power to the drivetrain. The remaining 103 complaints experienced a loss of motive power but the specific internal failure cause within the transmission is not known. ODI has upgraded the investigation to an engineering analysis (EA09-016) to continue its assessment of the scope, frequency and safety-related consequences of the alleged defect.