



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

ODI RESUME

Investigation: PE 18-010
Date Opened: 08/21/2018
Investigator: Ryan Rahimpour **Reviewer:** Bruce York-B
Approver: Stephen Ridella
Subject: Internal Transmission Failure

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company
Products: 2015-2016 Ford E-350/E-450 Buses
Population: 35,900 (Estimated)
Problem Description: Internal transmission failure leads to a loss of motive power and can fail without warning increasing the risk of a crash or injury.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	4	TBD	TBD
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	0	TBD	TBD
Number of Injuries:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD
Other*:	2	TBD	TBD

*Description of Other: Fleet VOQs describe multiple vehicle failures and 2 TSB provided by Ford.

ACTION / SUMMARY INFORMATION

Action: A Preliminary Evaluation (PE) has been opened.

Summary:

ODI received 4 consumer complaints from 2 separate municipalities stating that multiple buses in their fleets had internal transmission failures while stopped and in gear. In all instances, there were no prior indications (slipping, erratic shifting...) when the transmission failed. One of the fleets uses the buses to transport special needs people and when the transmission failed, a second bus was required to transport the stranded passengers requiring they be transferred roadside.

The second fleet operating as public transportation in a rural area, had multiple buses come to a stop at traffic lights, were unable to move forward, and required another bus to transfer the passengers. In these instances the buses were towed to the dealer where a Coast Clutch Hub assembly was replaced.

Ford has issued 2 Technical Service Bulletins (TSB) regarding failure of the Coast Clutch assembly on various model year vehicles.

A Preliminary Evaluation has been opened to determine if a defect in the subject vehicle transmissions present an unreasonable risk to operators and passengers.

The above VOQs can be reviewed at NHTSA.gov under identification numbers 11102982, 11102981, 11072827, and 11072830.