



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

January 6, 2012

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Advance Notice - Safety Recall 11S25
Certain 2004 and 2005 Model Year Freestar/Monterey Vehicles
Torque Converter Replacement

AFFECTED VEHICLES

Certain 2004 and 2005 model year Freestar/Monterey vehicles built at the Oakville Assembly Plant from Job #1 through Job Last. Affected vehicles are identified in OASIS. This information will be available on January 6, 2012.

REASON FOR THIS SAFETY RECALL

Some of the affected vehicles may exhibit a loss of forward and reverse power while driving, due to worn pump drive insert splines within the torque converter. Because the engine continues to run, steering and braking are unaffected, and the vehicle's electrical system and directional signals remain functional. Further, the transmission park system remains fully functional.

Ford Motor Company has notified the National Highway Traffic Safety Administration (NHTSA) of this Safety Recall, and that parts are not currently available to complete the required repairs. Once NHTSA has been informed, there is a possibility that you may be contacted by customers about this recall. This notice will help you answer customer questions.

SERVICE ACTION

It is anticipated that a complete Dealer Bulletin will be provided to dealers in the second quarter of 2012, once parts to repair this condition are available.

NOTE: In the interim period, if a vehicle arrives at your dealership with a torque converter that exhibits stripped internal splines, please contact the Special Service Support Center.

OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles will not be notified until after dealers have received service repair and parts ordering information. It is anticipated that customer notification will begin in the second quarter of 2012.

ATTACHMENT

Attachment I: Dealer Q & A

QUESTIONS?

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,

Michael A. Berardi