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June 26, 2012

TO: All U.S. Ford and Lincoln Dealers

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

REF : **Advance Notice - Safety Recall 11S25 – Supplement #1** dated March 16, 2012

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. Due to the absence of affected vehicles in new vehicle inventory, as well as a limited supply of repair parts, FSA VIN Lists will be activated after all owner mailings have been completed (estimated September, 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. However, this condition results in a sudden loss of motive power with no warning, increasing the risk of a crash.

SERVICE ACTION

Dealers are to replace the Torque Converter on affected vehicles at no charge to the vehicle owner, or process a refund for previous replacement of the Torque Converter.

Note: Processing a refund under this FSA will close the program, and special rules and guidelines regarding refunds apply. Please refer to the Owner Refund section in Attachment I for details.

OWNER NOTIFICATION MAILING SCHEDULE

Parts to repair this condition are not currently available in sufficient quantities to service all of the affected vehicles. Therefore, to ensure an ample supply of parts is available for dealers, notification to owners of affected vehicles will be prioritized in separate mailing phases. The phases of owner mailings will begin by June 29, 2012 and are expected to conclude in early September, 2012. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Attachment IV: Repair Procedure Efficiencies & Revised Labor Time
- Attachment V: Dealer Q & A
- Attachment VI: Receipt Scenarios
- Owner Notification Letter
- Recall Reimbursement Plan

QUESTIONS & ASSISTANCE

- Special Service Support Center (Dealer Assistance Only)1-800-325-5621
- Parts Assistance:
 - Torque Converter – Contact your facing Ford Authorized Powertrain Distributor
 - Other parts.....1-800-325-5621

Sincerely,



Michael A. Berardi

Safety Recall 11S25
Certain 2004 and 2005 Model Year Freestar/Monterey Vehicles
Torque Converter Replacement

OASIS ACTIVATED?

Yes, OASIS was activated on January 6, 2012.

FSA VIN LIST ACTIVATED?

Due to the absence of affected vehicles in new vehicle inventory, as well as a limited supply of repair parts, FSA VIN Lists will be activated after all owner mailings have been completed (estimated September, 2012).

STOCK VEHICLES

Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

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ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

The owner letter will inform customers that if they have a paid receipt documenting that the Torque Converter was replaced, they have two options available:

- Have the Torque Converter replaced again under this FSA.
- Or
- Receive a refund reimbursement for prior replacement of the Torque Converter, which will satisfy the requirements of this FSA. Refer to Receipt Scenarios in the table below or Attachment VI for details.

Choosing the Refund Option:

This FSA specifically addresses worn pump drive insert splines in the transmission Torque Converter. Please note that worn Torque Converter splines do not result in failure of other transmission components. Therefore, costs associated with repair, or replacement, of the transmission are not reimbursable under this recall. Vehicle owners presenting a receipt that clearly indicates the Torque Converter as a replaced part will be eligible to receive a refund of up to \$1,450 (reasonable and customary charge for replacement of the Torque Converter), plus towing costs (if applicable).

Receipt Scenarios		Refund up to \$1,450 (Closes FSA)	Does Not Qualify for Refund (Replacement of Torque Converter Required)
1	Customer's receipt specifies that Torque Converter was replaced with either a Ford or aftermarket, new or remanufactured converter.	X	
2	Customer's receipt indicates replacement transmission assembly had a <u>Ford part number</u> .	X	
3	Customer's receipt indicates replacement transmission assembly had a <u>non-Ford part number</u> , which does not clearly and specifically indicate that the Torque Converter was replaced.		X
4	Customer's receipt indicates transmission repair or overhaul without clearly and specifically indicating that the Torque Converter was replaced.		X

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OWNER REFUNDS (continued)

The Following Standard Rules Apply

Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.

Dealers are also authorized to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.

RENTAL VEHICLES

With proper parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique circumstance which may require a rental vehicle, please contact the Special Service Support Center at 1-800-325-5621.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.
- Submit refunds on a separate repair line.
 - Program Code: 11S25
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
- For a refund claim that contains additional towing cost, enter the total amount of the towing expense under Miscellaneous Expense code "TOW" and submit on the same repair line as the refund.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Torque Converter	11S25B	4.0 Hour(s)

PARTS REQUIREMENTS / ORDERING INFORMATION

Order your parts requirements through normal order processing channels.

Part Number	Description	Quantity
5F2Z-7902-ACRM	Torque Converter (Vehicles Equipped with a 4.2L Engine)	1
5F2Z-7902-BCRM	Torque Converter (Vehicles Equipped with a 3.9L Engine)	1
2F1Z-7F401-AA*	Torque Converter Hub Seal	1
F3DZ-5E241-A	Exhaust Gasket	1
N806408-S439	Exhaust Bolt	2
W705443-S900	Nuts (Y-Pipe to Manifold)	1 Package of 4 PCS
N800750-S437	Nuts (Torque Converter to Flex Plate)	1 Package of 4 PCS
XT-5-QM	Transmission Fluid	5 QTS

* Torque Converter Hub Seals are available in limited supply at this time. Dealers are authorized to use an aftermarket part if necessary.

Parts Questions:

- Torque Converters – Contact your facing Ford Authorized Powertrain Distributor.
- Other parts – Contact the Special Service Support Center at 1-800-325-5621 or at Ford@Renkim.com.

The DOR/COR number for this recall is 50474.

DEALER PRICE

For latest prices, refer to DOES II.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2004 AND 2005 MODEL YEAR FREESTAR/MONTEREY VEHICLES — TORQUE CONVERTER REPLACEMENT

OVERVIEW

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. Dealers are to replace the torque converter.

SERVICE PROCEDURE

Removal

1. Remove the battery. For additional information, refer to Workshop Manual (WSM), Section 414-01.
2. Remove the windshield wiper arms.
 - a. Remove the covers.
 - b. Remove the nuts.
 - c. Remove the wiper arms.
3. Remove the push-pin type retainers and the upper cowl panel grille.
 - a. Disconnect the windshield washer hose from the hose elbow.
 - b. Remove the washer hose grommet from the cowl panel and position aside the washer hose.
4. Remove the lower cowl panel from the vehicle.
 - a. If equipped, remove the cabin air inlet filter.
 - b. Remove the 9 lower cowl panel bolts and position aside the lower cowl panel.
 - c. If equipped, disconnect the anti-theft hood ajar switch connector.
 - d. Reposition the lower cowl panel and disconnect the windshield wiper motor electrical connector.
 - e. Remove the lower cowl panel.
5. Disconnect the crankcase vent tube from the air cleaner outlet pipe.
6. Disconnect the Mass Air Flow (MAF) sensor electrical connector.



7. Remove the air cleaner housing. See Figure 1.
- Loosen the clamp.
 - Release the clips at the air cleaner housing.
 - Disconnect and remove the air cleaner housing.

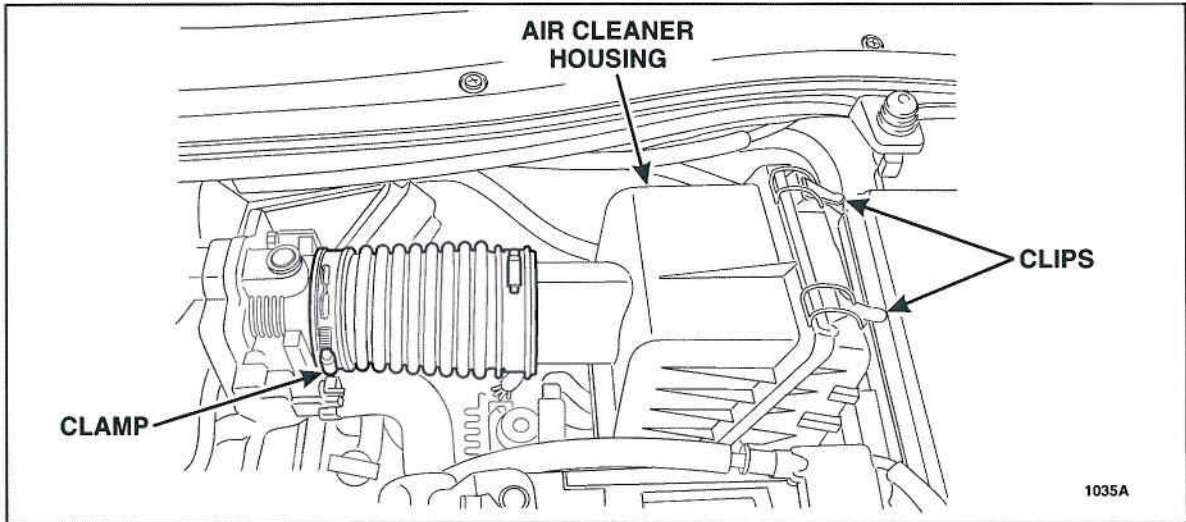


FIGURE 1

8. Disconnect the transaxle and Transmission Range (TR) sensor electrical connectors. See Figure 2.

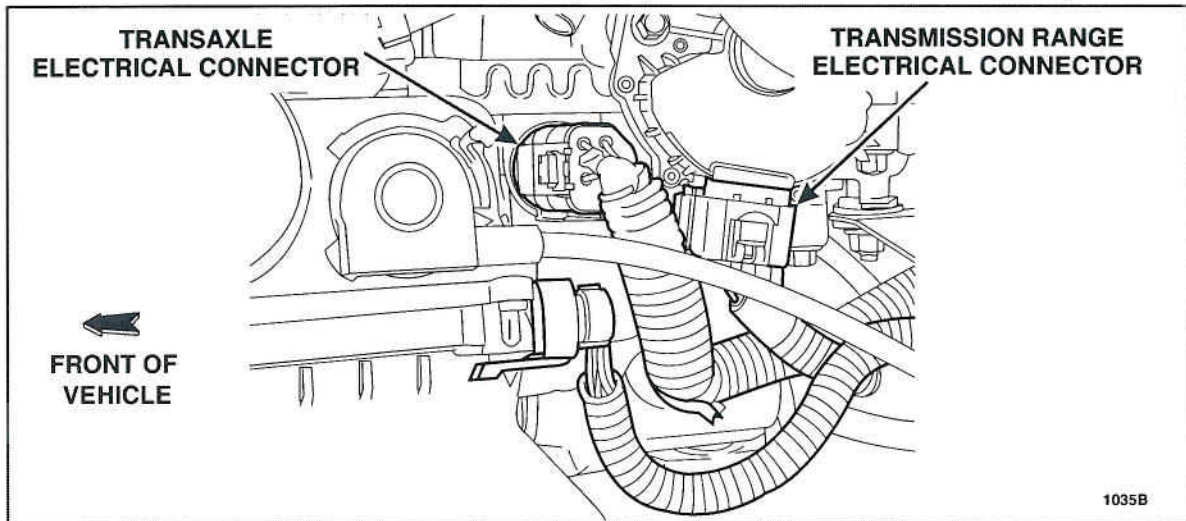


FIGURE 2



9. Remove the transmission selector cable from the bracket and position it out of the way.
See Figure 3.
- a. Disconnect the transmission selector cable end from the manual lever.
 - b. Push the lock tab and separate the transmission selector cable from the bracket.

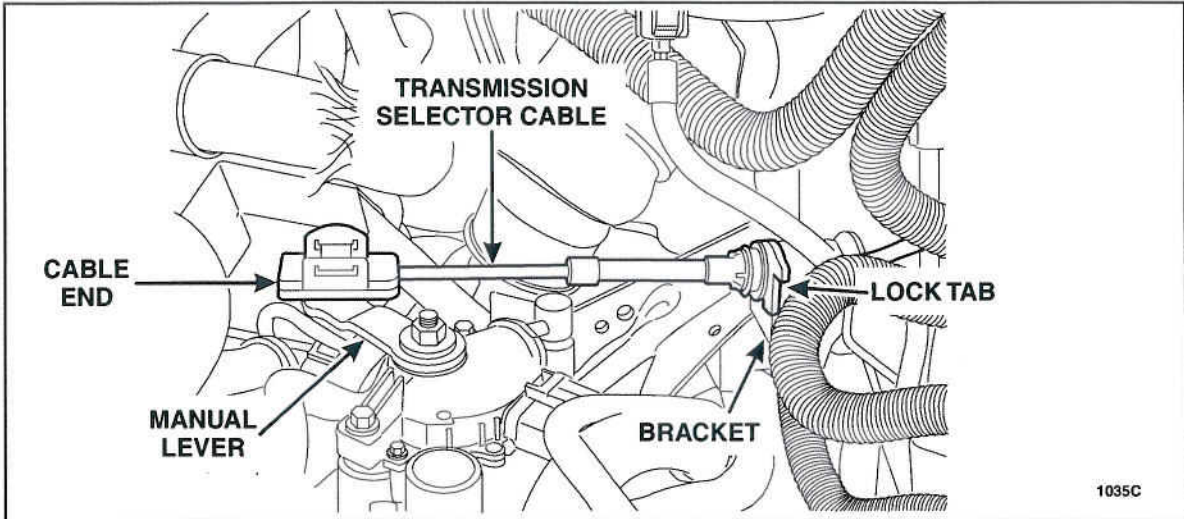


FIGURE 3

10. Disconnect the wire harness from the bracket. See Figure 4.

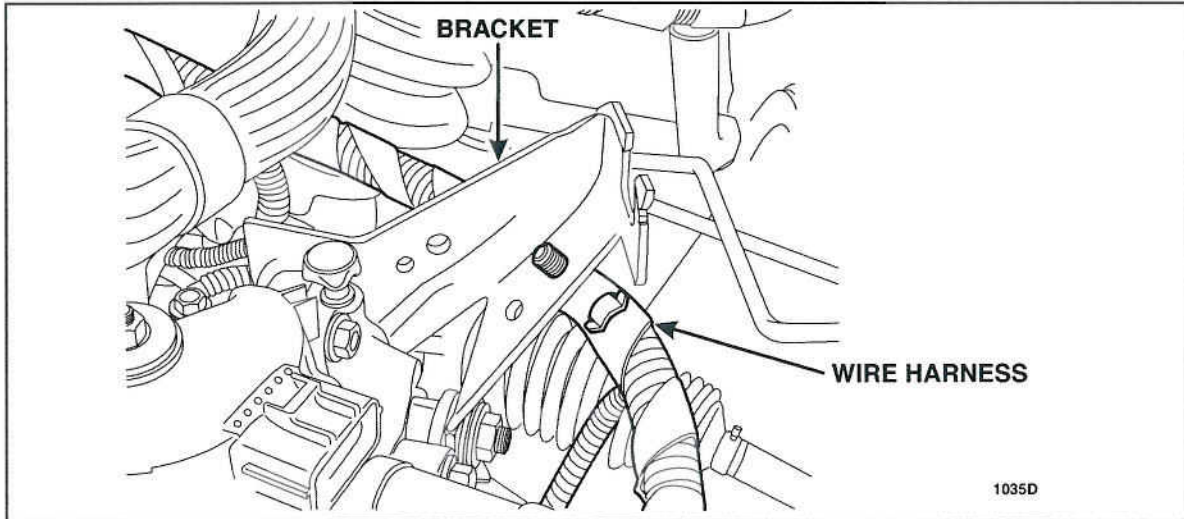


FIGURE 4



11. Disconnect the speed sensor and rear heated oxygen sensor (HO2S) electrical connectors.
See Figure 5.

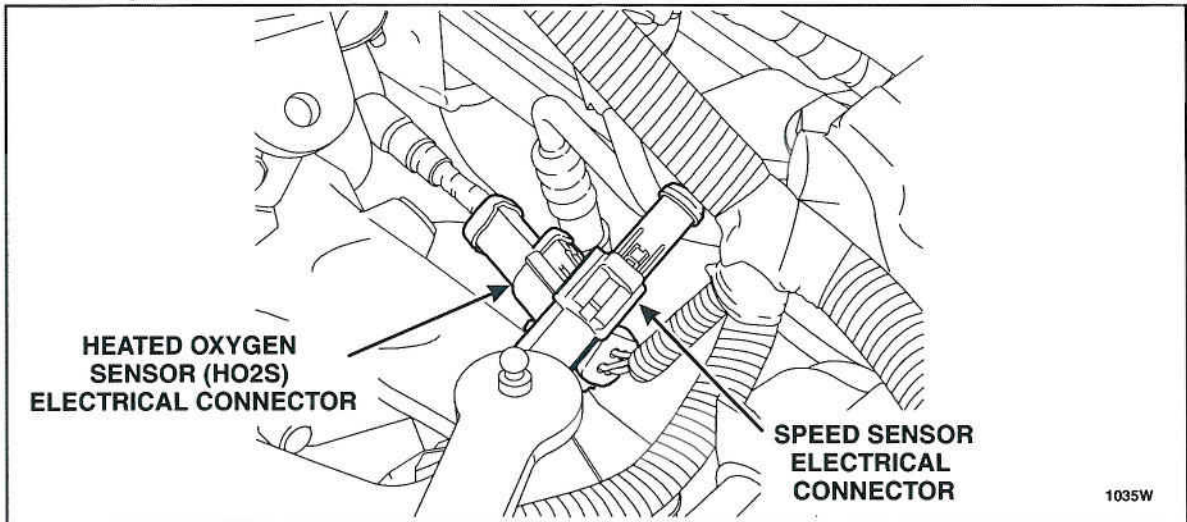


FIGURE 5

12. Remove the LH upper generator bolt and install the Engine Lifting Bracket special tool 303-050, using the previously removed bolt. See Figure 6.

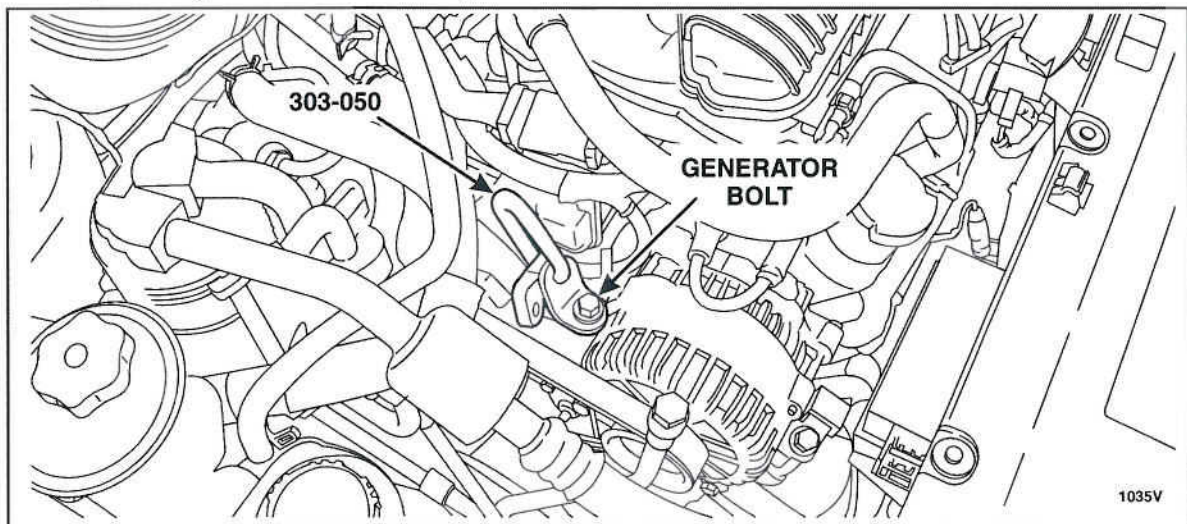


FIGURE 6



13. Install the Engine Lifting Bracket special tool 303-050 onto the cylinder head, using a suitable 10mm bolt. See Figure 7.

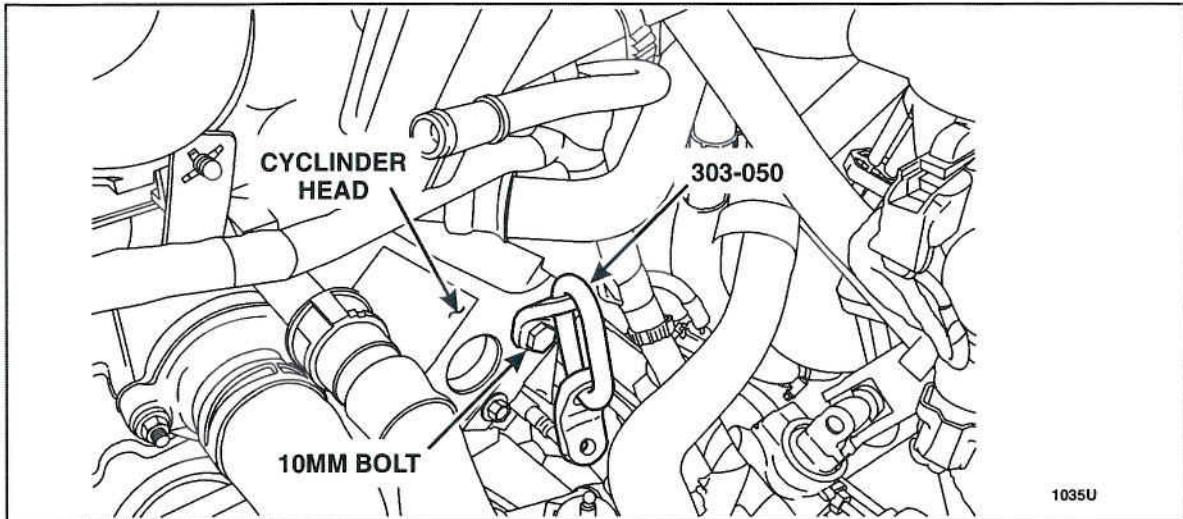


FIGURE 7

14. Install the Three Bar Engine Support Kit special tool 303-290A. See Figure 8.

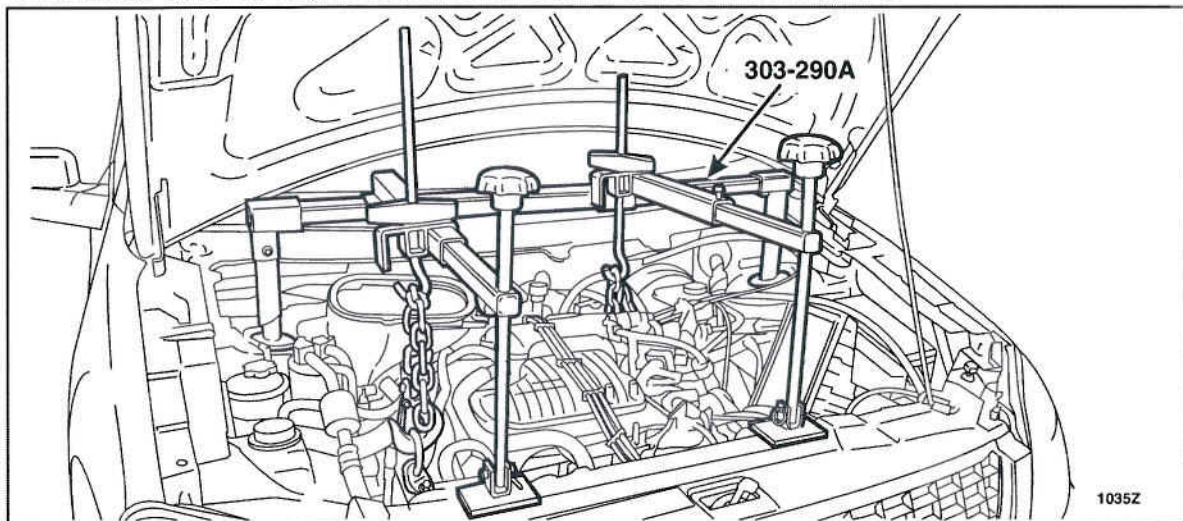


FIGURE 8

15. Connect the chain hooks to the previously installed Engine Lifting Brackets. See Figure 8.
16. Tighten the lifting hooks and support the engine.
17. Remove the bolt and the upper transmission fluid filler tube.
 - Detach the push-pin retainers.



18. Remove the two transaxle top retaining bolts. See Figure 9.

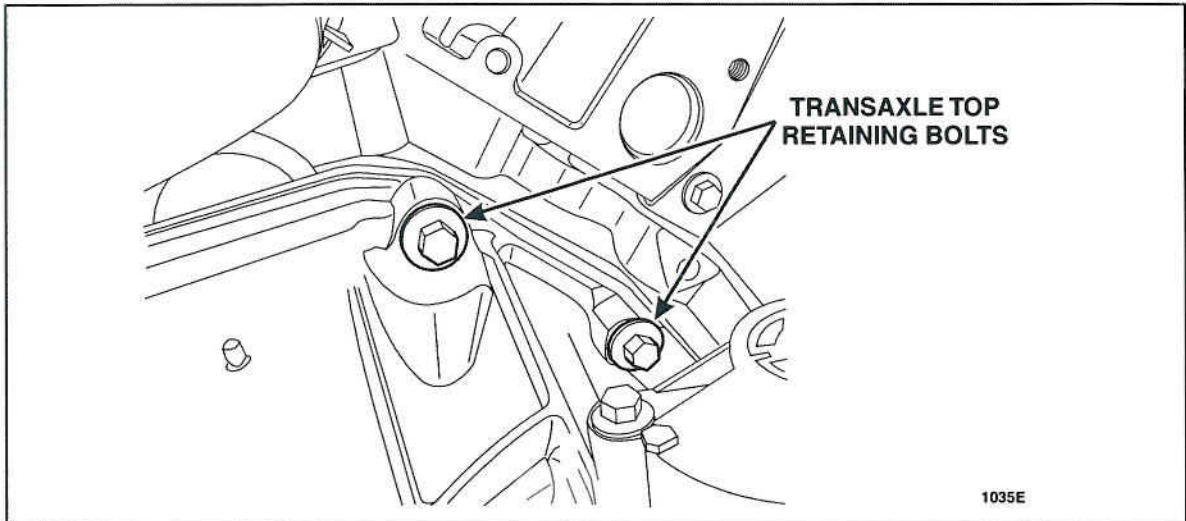


FIGURE 9

19. Remove the bolts and remove the anti-roll bracket. See Figure 10.

- Detach the 2 wire harness push pin retainers.

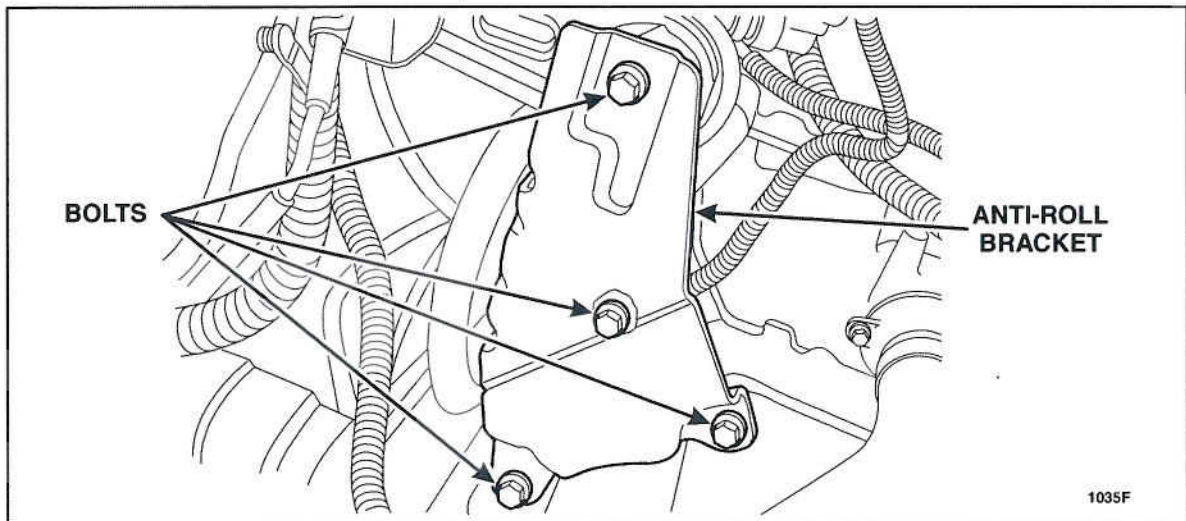


FIGURE 10

20. With the vehicle in NEUTRAL, position it on a hoist. For additional information, refer to WSM, Section 100-02.

21. Remove both front wheels. For additional information, refer to WSM, Section 204-04.



22. **NOTE:** Use the hex holding feature to prevent the studs from turning while removing or installing the LH and RH stabilizer bar link nuts.

Remove the LH and RH front stabilizer bar link upper nuts, then detach from the strut brackets.

23. Remove the LH and RH pinch bolts and disconnect the lower control arms from the steering knuckles.

WARNING: The normal operating temperature of the exhaust system is very high. Never attempt to repair or install any new part of the system until it has cooled. Be especially careful when working around the 3-way catalytic converter. The temperature of the 3-way catalytic converter rises to a high level after only a few minutes of engine operation.

NOTICE: Do not use oil or grease-based lubricants on the isolators. They may cause deterioration of the rubber.

NOTICE: Oil or greased-based lubricants on the isolators may cause the exhaust isolator hanger to separate from the exhaust hanger bracket during vehicle operation.

24. Disconnect the front heated oxygen sensor (HO2S) electrical connector and detach the connector push pin from the subframe.

25. Disconnect the 2 catalyst monitor sensor electrical connectors.

26. **NOTICE:** Do not excessively bend or twist the flex pipe.

Using a splint the length of the flex pipe and tie straps, support the flex pipe. See Figure 11.

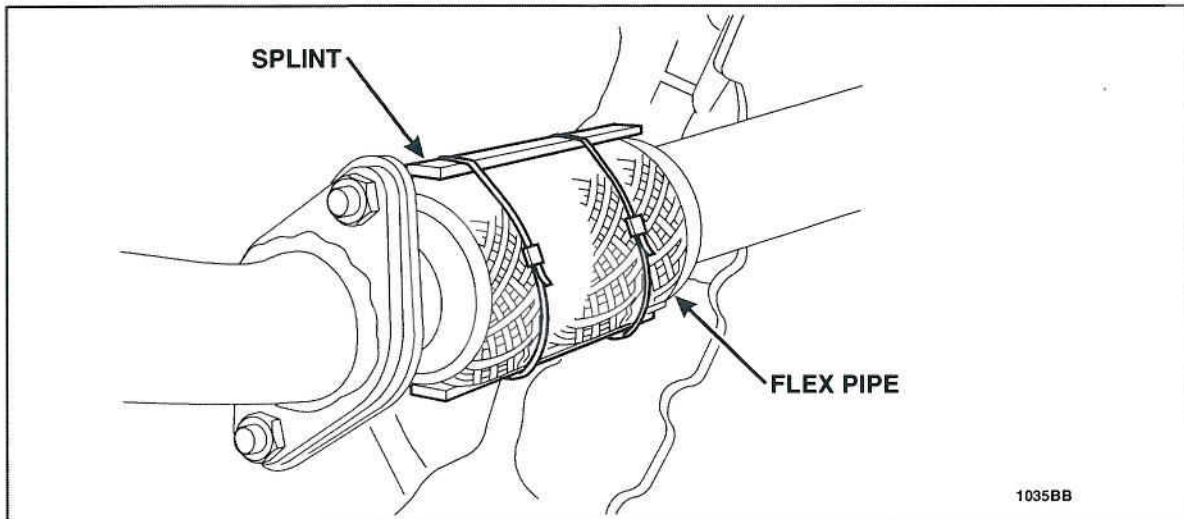


FIGURE 11

27. Remove and discard the 2 catalytic converter-to-flex pipe bolts and gasket.



28. **NOTE:** Support the catalytic converter near the rear outlet. Use caution removing the catalytic converter. Make sure not to damage the manifold outlet flare, the converter inlet flare, or the studs.

NOTE: If necessary, remove the damper.

Remove the lower catalytic converter bracket bolt. See Figure 12.

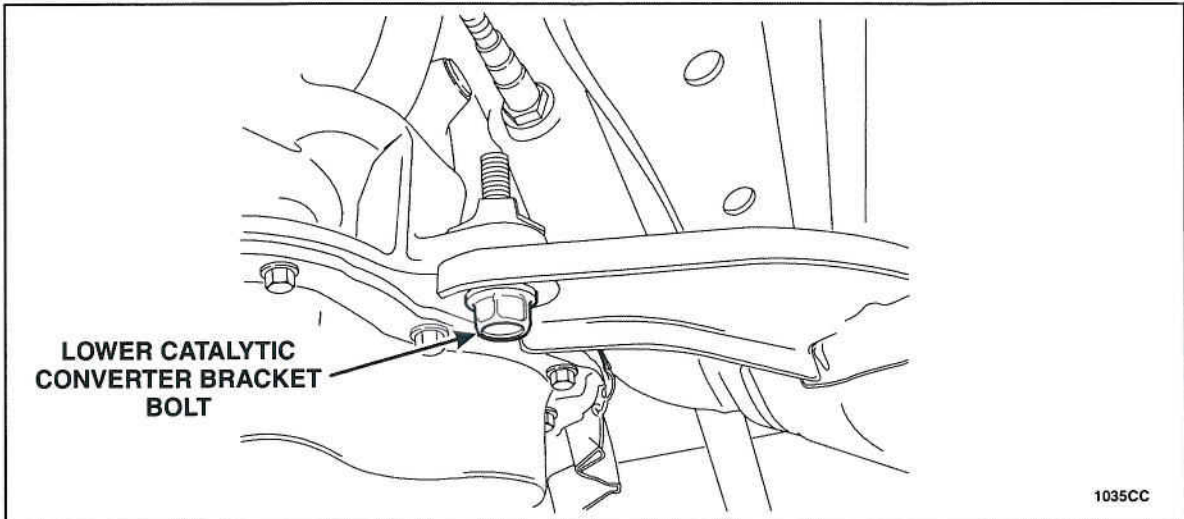


FIGURE 12

29. Remove the upper catalytic converter bracket nut. Figure 13.

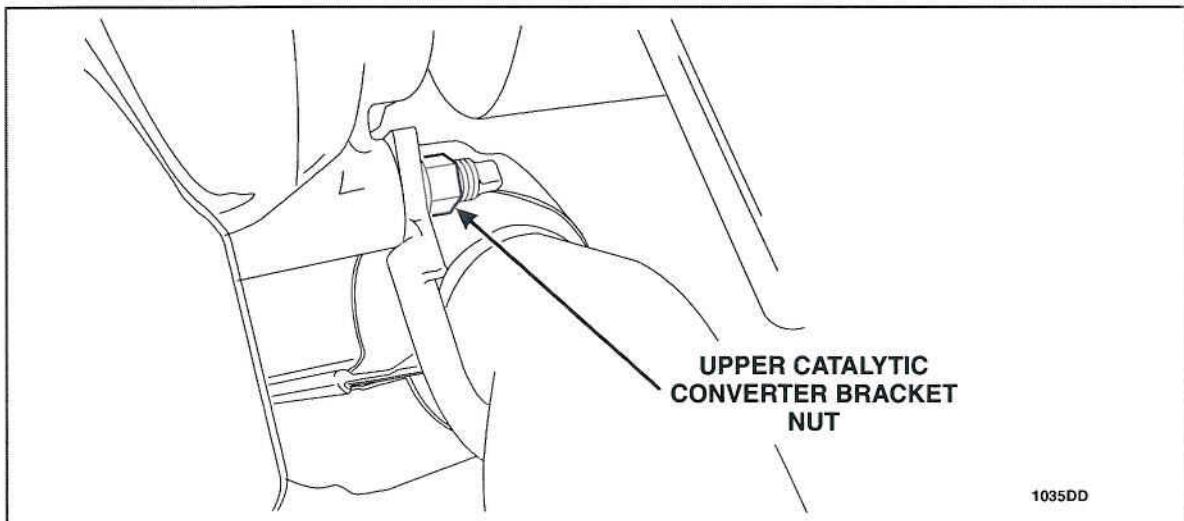


FIGURE 13



30. Remove and discard the 4 catalytic converter-to-exhaust manifold nuts.
31. Remove the catalytic converter assembly.
32. Remove the 2 nuts for the power steering rack.
33. Remove the bolts for the power steering line brackets. See Figure 14.

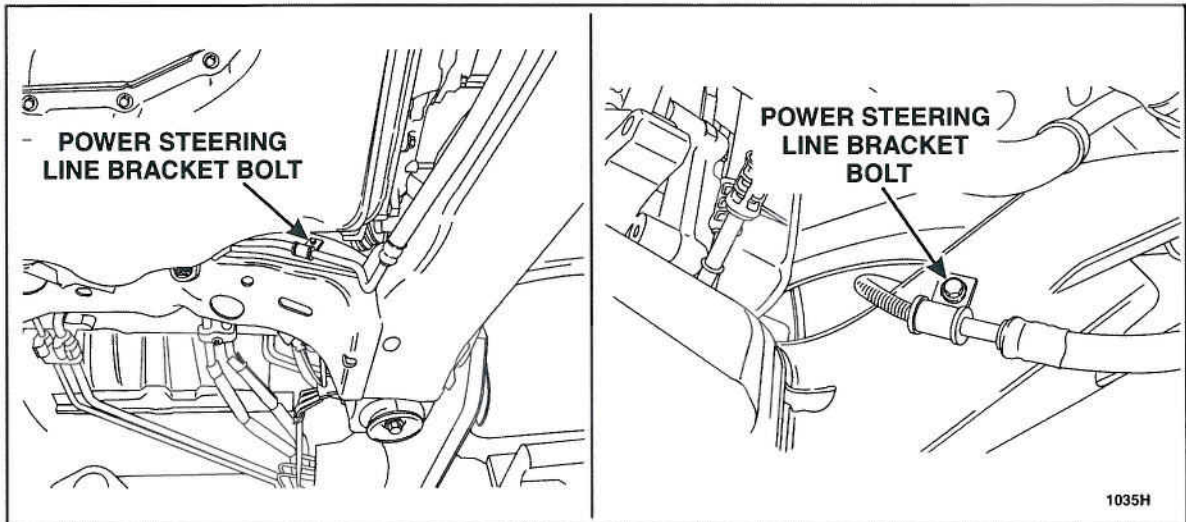


FIGURE 14

34. Detach the power steering hose push pin retainer from the subframe.
35. Remove the front engine mount nut. See Figure 15.

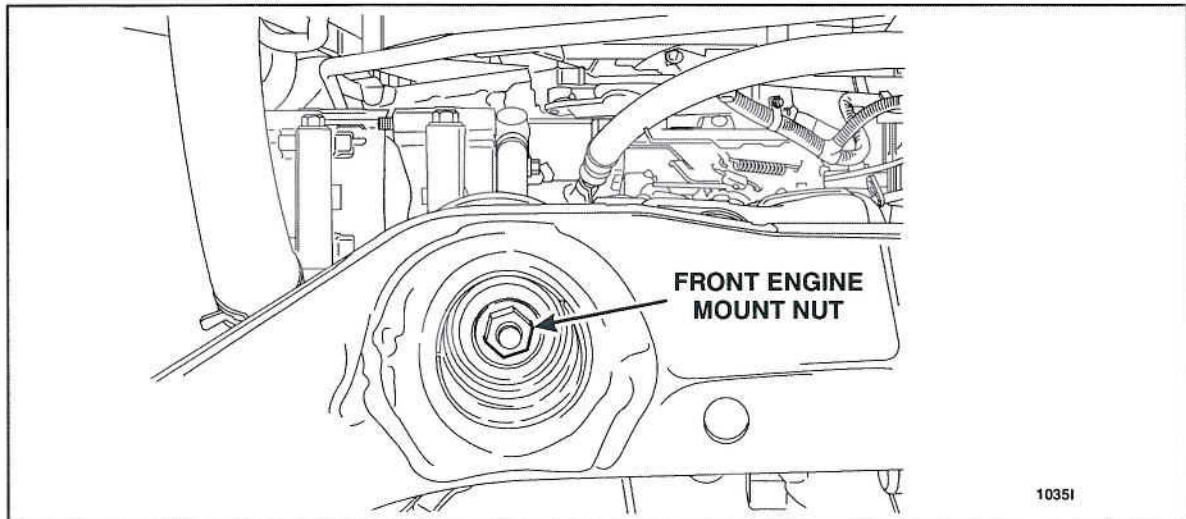


FIGURE 15



36. Remove the rear engine mount nut. See Figure 16.

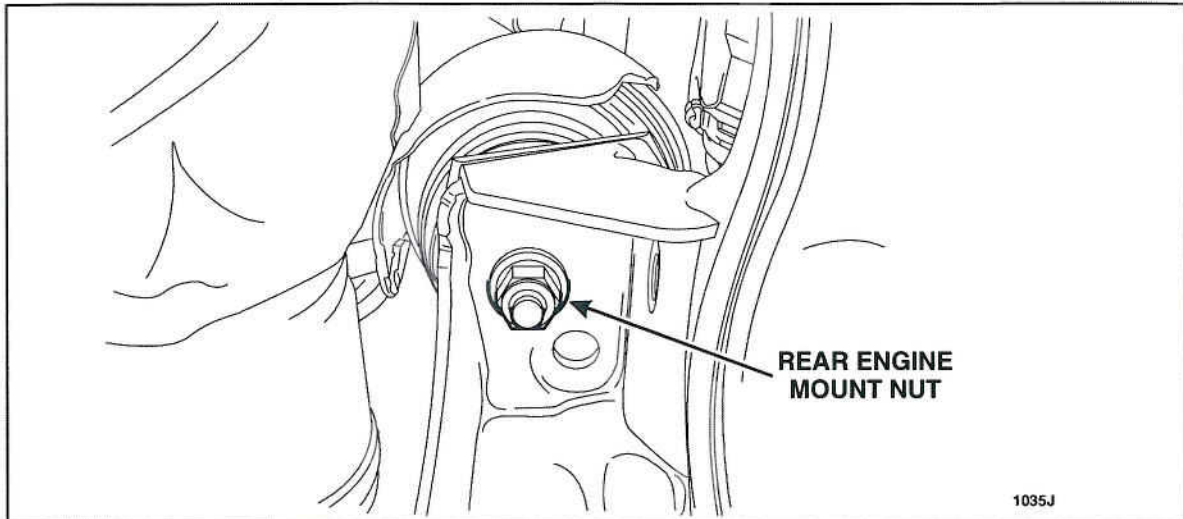


FIGURE 16

37. Remove the rear transaxle support nut. See Figure 17.

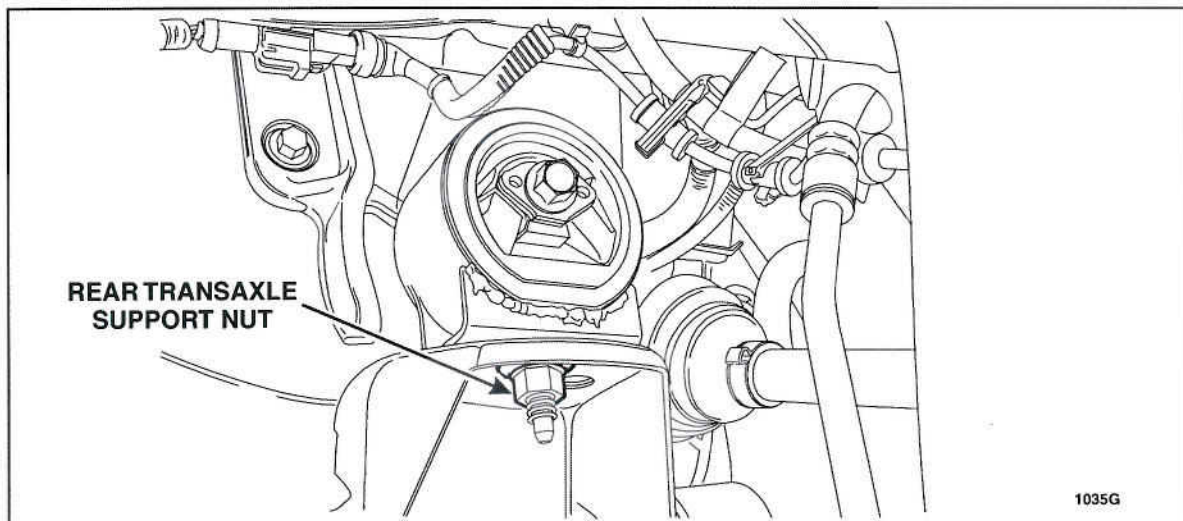


FIGURE 17

38. Position a suitable lift under the vehicle and raise it to the subframe.

39. Remove the 4 subframe bolts.



40. Lower the subframe from the vehicle.

- Detach the exhaust heat shield from the back of the subframe.
- Support the power steering rack with mechanics wire.
- Rotate the sway bar as needed to gain clearance around the power steering rack, while the subframe is being lowered.

41. Position a suitable drain pan under the transaxle.

42. Remove the fluid cooler tube retaining clips. See Figure 18.

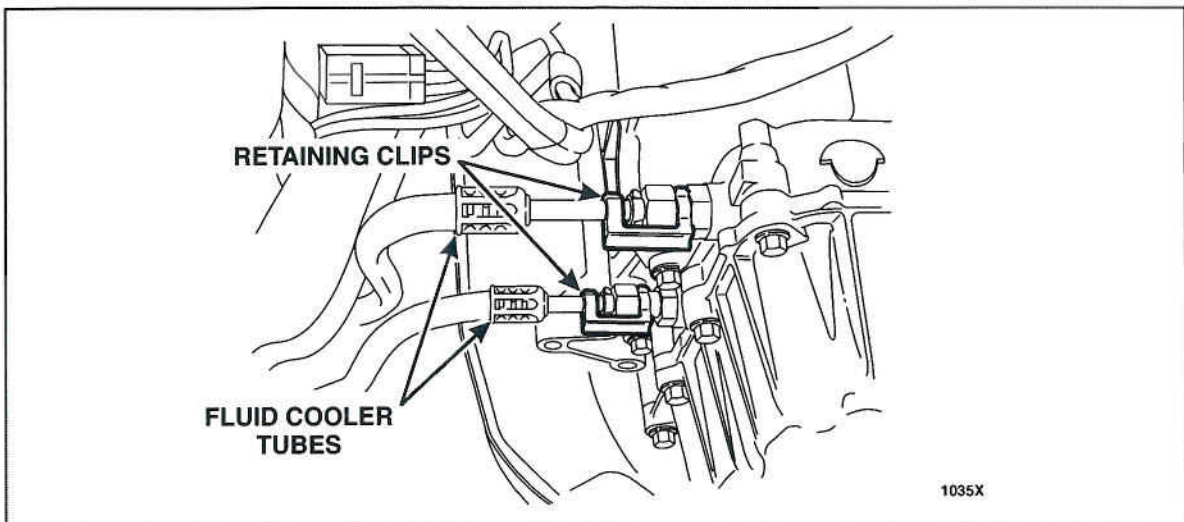


FIGURE 18

43. Depress the tabs on the plastic insert retainer and remove the cooler lines from the fittings. See Figure 19.

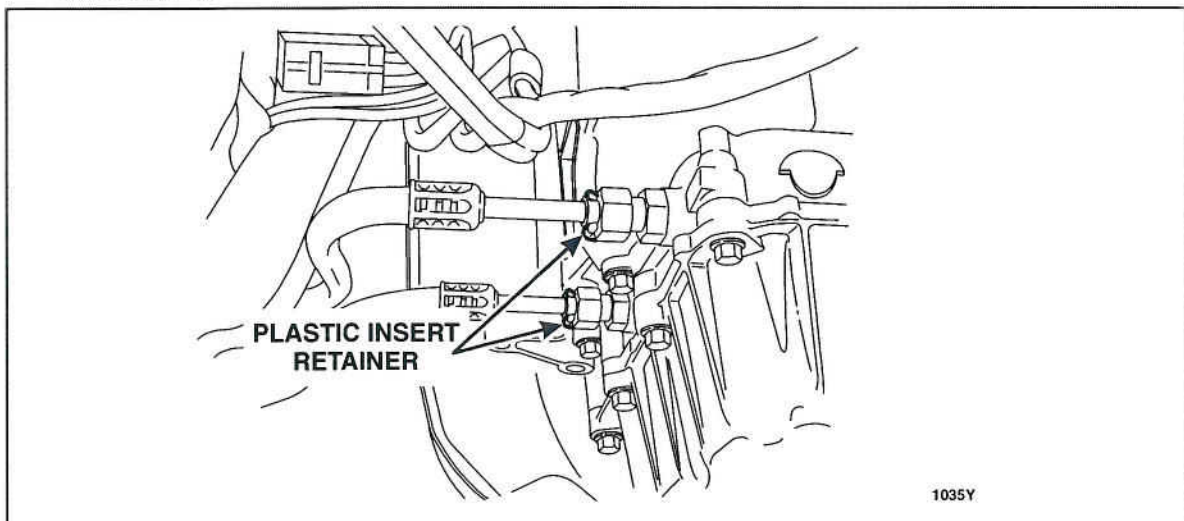


FIGURE 19



44. Position aside the starter. See Figure 20.

- a. Remove the nut and ground wire.
- b. Remove the bolt and the stud bolt.
- c. Support the starter with mechanics wire.

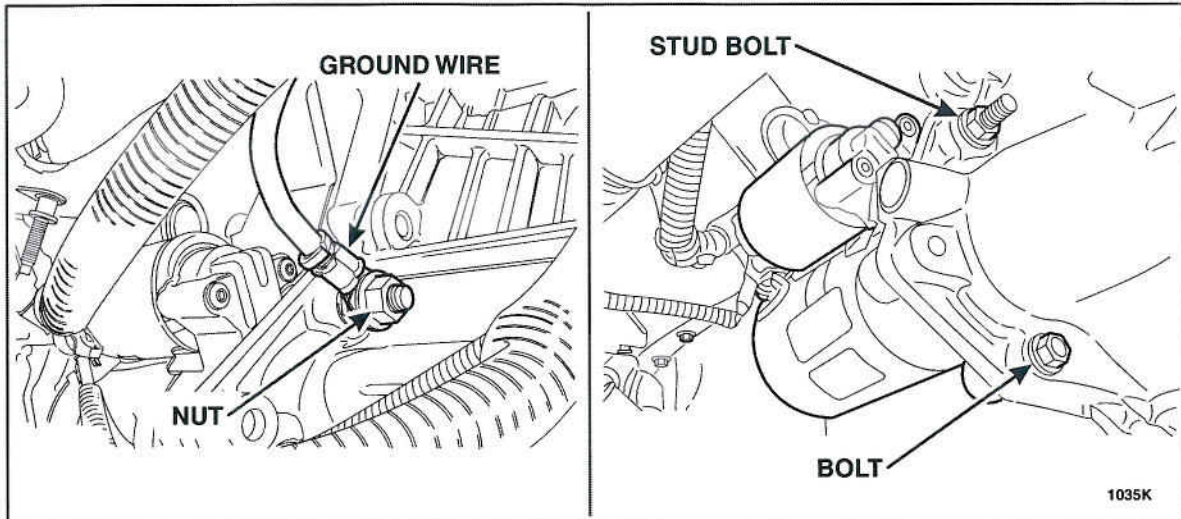


FIGURE 20

45. Remove the transmission inspection cover.

- a. Remove the bolt.
- b. Remove the push pin.
- c. Remove both halves of the transmission inspection cover.

46. Remove and discard the 4 torque converter nuts.

47. Using special tools 100-01 and 205-241 or equivalent, remove the RH and LH halfshafts from the transaxle and position them aside.

- Support the RH and LH halfshafts with mechanics wire.



48. Disconnect the turbine shaft speed (TSS) sensor connector. See Figure 21.

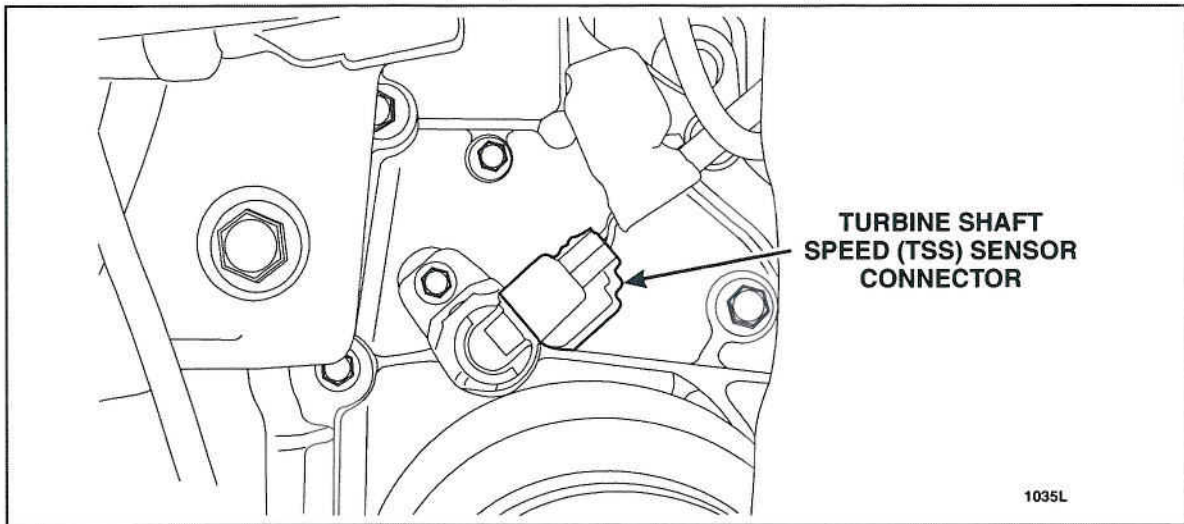


FIGURE 21

49. Position the high-lift transmission jack under the transaxle.

50. Remove the rear lower retaining bolt. See Figure 22.

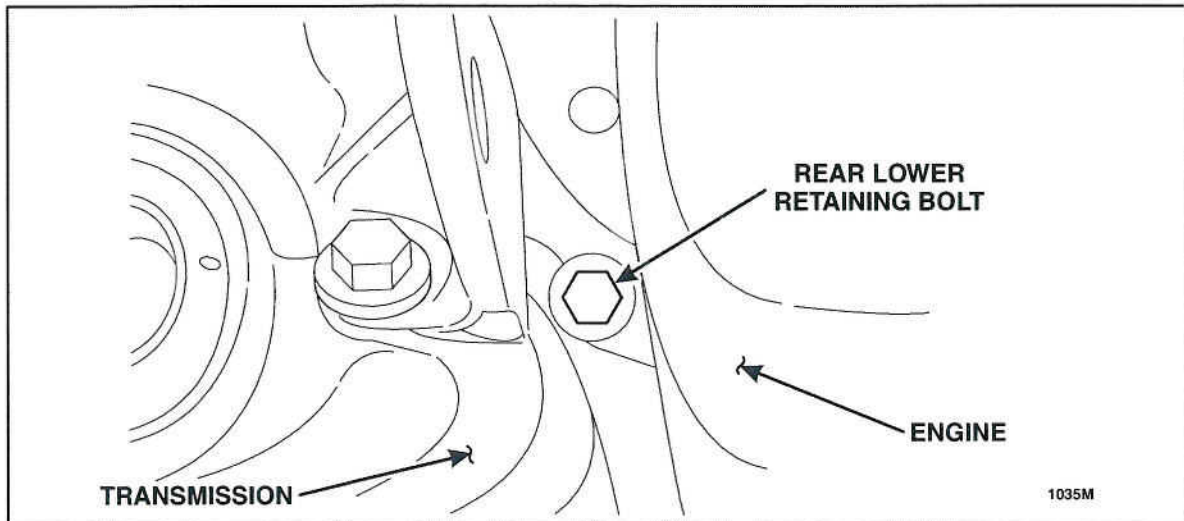


FIGURE 22



51. Remove the front lower retaining bolt. See Figure 23.

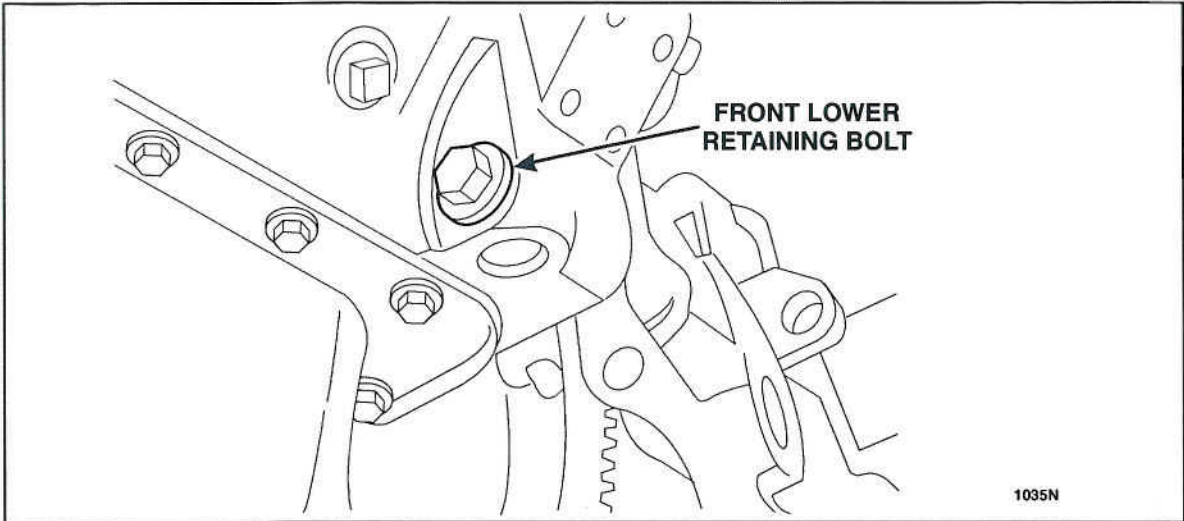


FIGURE 23

52. Remove the LH oil pan-to-transaxle retaining bolt. See Figure 24.

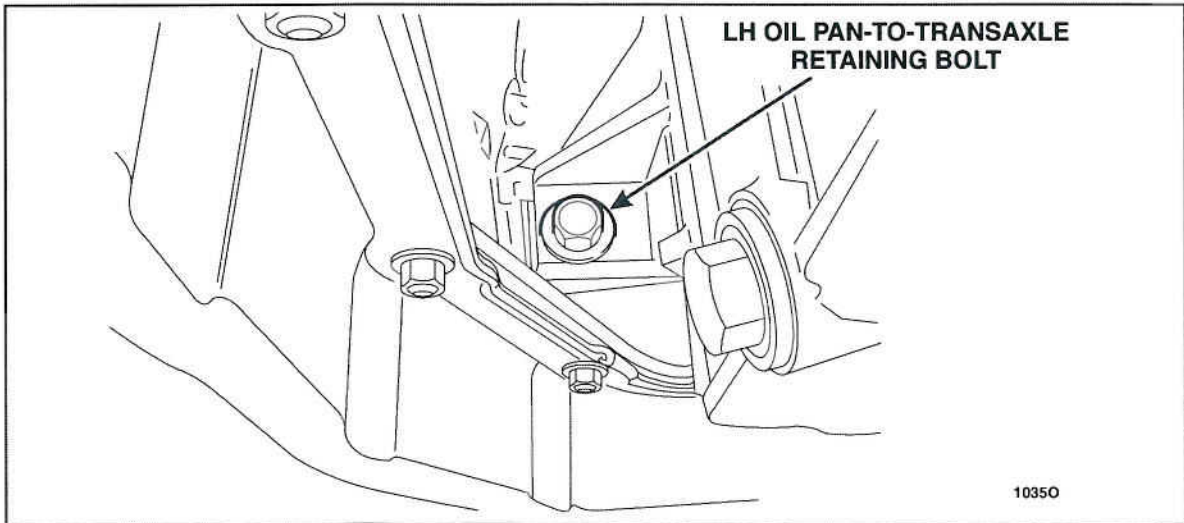


FIGURE 24



53. Remove the RH oil pan-to-transaxle retaining bolt. See Figure 25.

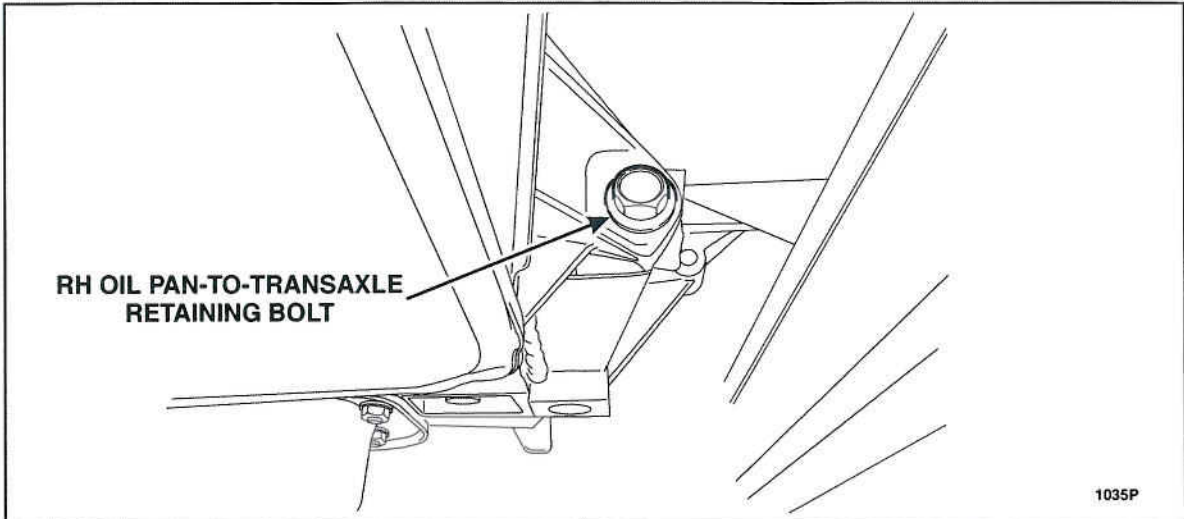


FIGURE 25

54. Remove the transaxle bracket retaining bolts. See Figure 26.

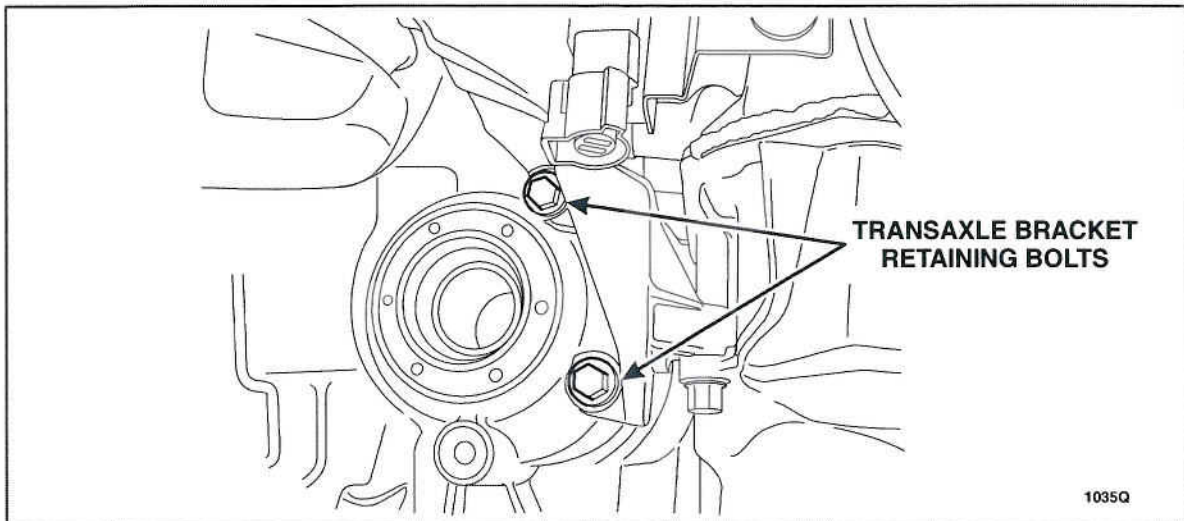


FIGURE 26

55. Lower the transaxle assembly from the engine compartment.



56. Using special tool 307-091 remove the torque converter. See Figure 27.

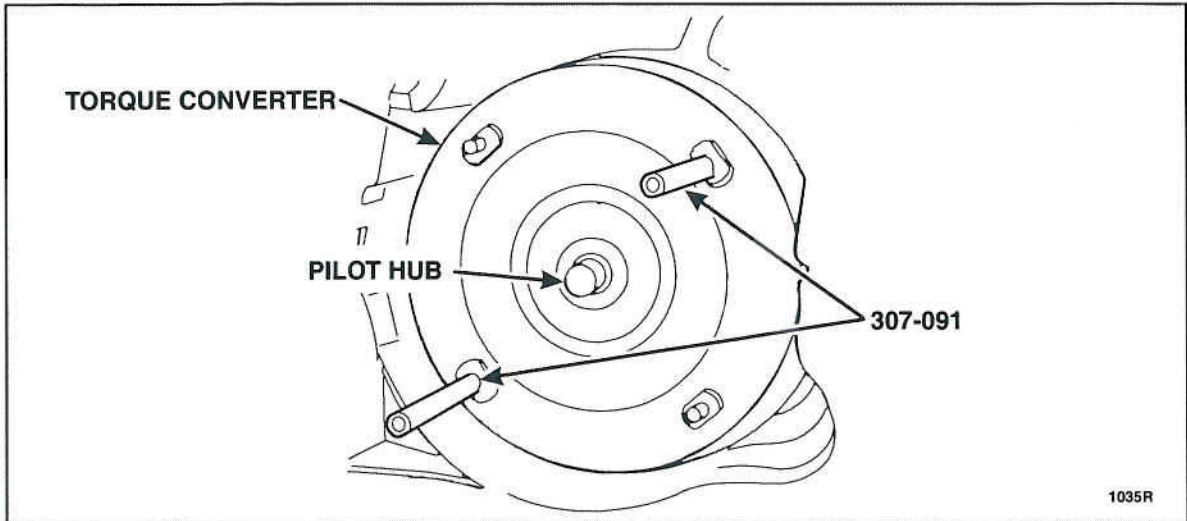


FIGURE 27

57. **NOTICE:** Use special tool 307-309 to remove the converter hub seal. Stator support surface will be damaged if any other type tool is used.

Use special tools 307-309 and 100-001 remove and discard the converter hub seal. See Figure 28.

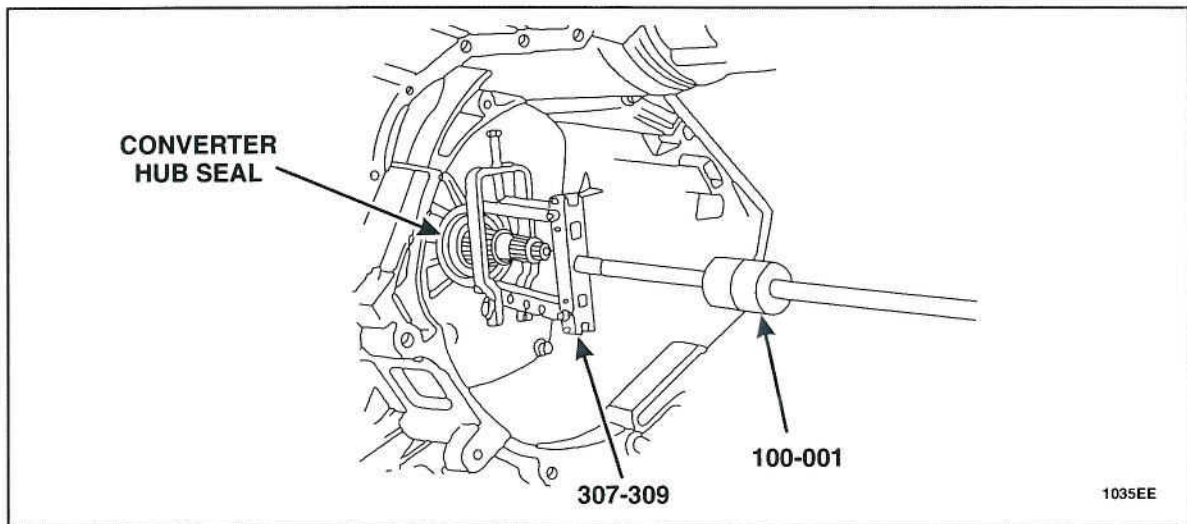


FIGURE 28



Installation

1. Using special tool 307-186 install a *new* converter hub seal. See Figure 29.

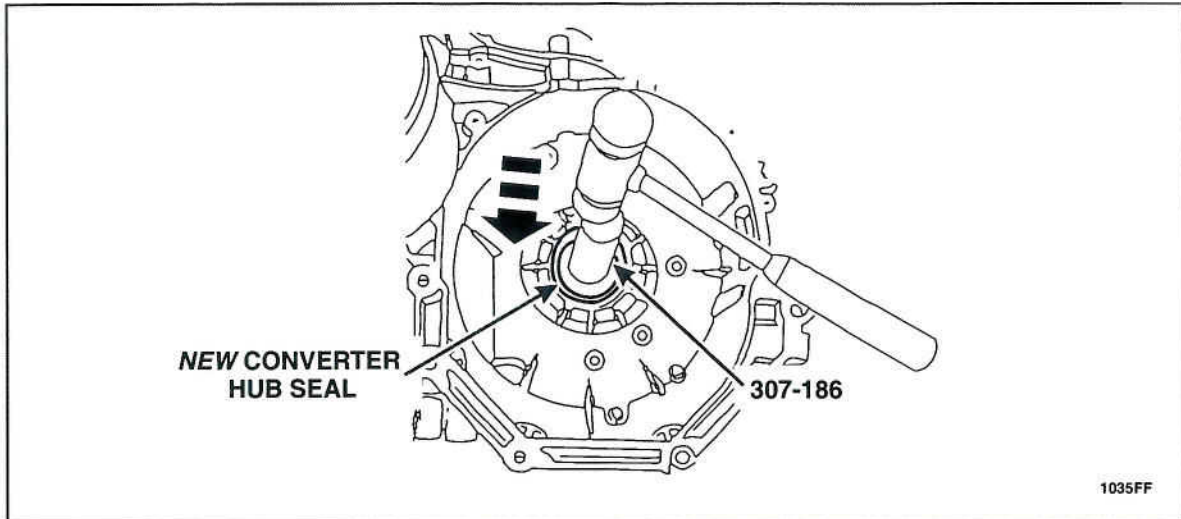


FIGURE 29

2. Using special tool 307-091 install the *new* torque converter. See Figure 27.
3. Apply multi-purpose grease to the torque converter pilot hub. See Figure 27.
4. **NOTICE: The torque converter can fall out from the transmission. Use caution not to tip the transmission at an angle that would allow the torque converter to fall out.**

Raise the transaxle assembly into the engine compartment and position it onto the back of the engine.

5. Align the torque converter studs with the flexplate.
6. Install the transaxle bracket retaining bolts. See Figure 26.
 - Tighten to 47 Nm (35 lb-ft).
7. Install the RH oil pan-to-transaxle retaining bolt. See Figure 25.
 - Tighten to 62 Nm (46 lb-ft).
8. Install the LH oil pan-to-transaxle retaining bolt. See Figure 24.
 - Tighten to 62 Nm (46 lb-ft).



9. Install the front lower retaining bolt. See Figure 23.
 - Tighten to 62 Nm (46 lb-ft).
10. Install the rear lower retaining bolt. See Figure 22.
 - Tighten to 62 Nm (46 lb-ft).
11. Remove the high-lift transmission jack from under the transaxle.
12. Install 4 *new* torque converter nuts.
 - Tighten to 35 Nm (26 lb-ft).
13. Install the transmission inspection cover.
 - a. Install both halves of the transmission inspection cover.
 - b. Install the push pin.
 - c. Install the bolt.
 - d. Tighten the bolt to 10 Nm (89 lb-in).
14. Reinstall the starter. See Figure 20.
 - a. Install the bolt and stud bolt.
 - b. Tighten the bolt and stud bolt to 25 Nm (18 lb-ft).
 - c. Install the ground wire and nut.
 - d. Tighten the nut to 20 Nm (15 lb-ft).
15. Connect the turbine shaft speed (TSS) sensor connector. See Figure 21.
16. Install the RH and LH halfshafts into the transaxle.
17. Connect the fluid cooler tubes. See Figure 19.
18. Install the fluid cooler tube retaining clips. See Figure 18.
19. Using a suitable lift, raise the subframe assembly into position.
 - Rotate the sway bar as needed to gain clearance around the power steering rack.
 - Attach the exhaust heat shield to the back of the subframe.
 - Remove the power steering rack support.



20. Using a 19 mm (0.76 in) dowel, check the front subframe alignment. See Figure 30.

- The dowel should slide directly through the front subframe and body on both the LH and RH sides, without tilting.
- Adjust the subframe as required.

NOTE: LH shown, RH similar.

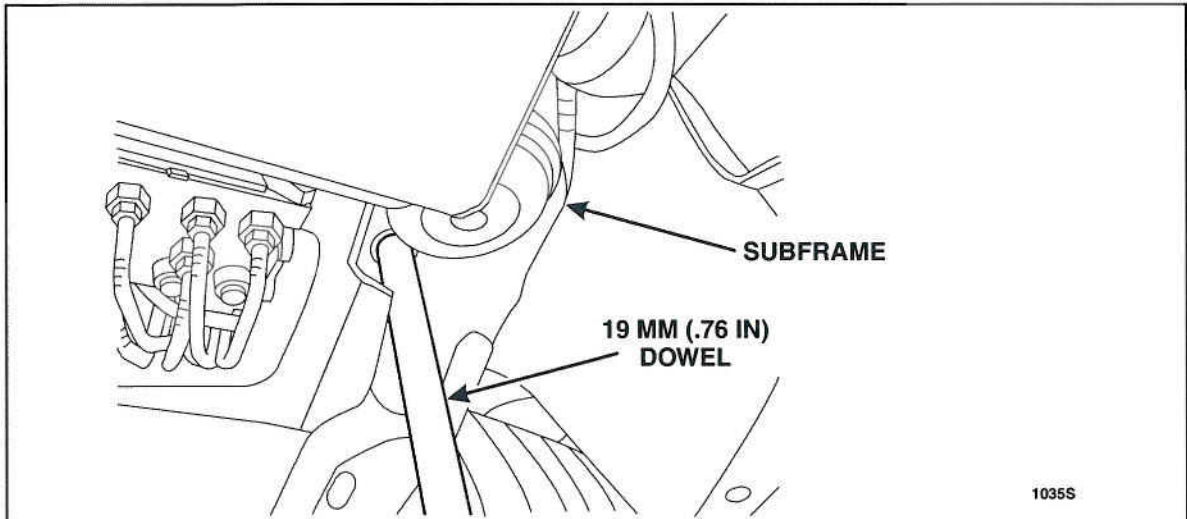


FIGURE 30

21. Install the 4 subframe bolts.

- Tighten to 90 Nm (66 lb-ft).

22. Remove the suitable lift from under the subframe.

23. Install the rear transaxle support nut. See Figure 17.

- Tighten to 90 Nm (66 lb-ft).

24. Install the rear engine mount nut. See Figure 16.

- Tighten to 90 Nm (66 lb-ft).

25. Install the front engine mount nut. See Figure 15.

- Tighten to 90 Nm (66 lb-ft).

26. Attach the power steering hose push pin retainer to the subframe.

27. Install the bolts for the power steering line brackets. See Figure 14.

- Tighten to 6 Nm (53 lb-in).



28. Install the 2 nuts for the power steering rack.

- Tighten to 133 Nm (98 lb-ft).

29. Clean the mating surfaces of the exhaust manifold outlet flare and the catalytic converter inlet flare.

NOTE: Exhaust fasteners are of a torque prevailing design. Use only new fasteners with the same part number as the original. Torque values must be used as specified during reassembly to make sure of correct retention of exhaust components.

30. Install the catalytic converter assembly.

31. Install 4 *new* catalytic converter-to-exhaust manifold nuts.

- Tighten to 40 Nm (30 lb-ft).

32. Install the upper catalytic converter bracket nut. See Figure 13

- Tighten to 40 Nm (30 lb-ft).

33. Install the lower catalytic converter bracket bolt. See Figure 12.

- Tighten to 40 Nm (30 lb-ft).

34. Install a *new* converter-to-flex pipe gasket and 2 *new* bolts.

- Tighten to 40 Nm (30 lb-ft).

35. Remove the tie straps and splint from the flex pipe. See Figure 11.

36. Connect the 2 catalyst monitor sensor electrical connectors.

37. Connect the front heated oxygen sensor (HO2S) electrical connector and position the connector push-pin onto the subframe.

38. Install the LH and RH lower control arms to the steering knuckles and install the pinch bolts.

- Tighten to 62 Nm (46 lb-ft).

39. **NOTE:** Use the hex holding feature to prevent the studs from turning while removing or installing the stabilizer bar link nuts.

Connect the LH and RH sway bar links onto the strut brackets and install the upper nuts.

- Tighten to 55 Nm (41 lb-ft).

40. Install both front wheels. For additional information, refer to WSM, Section 204-04.

41. Install the anti-roll bracket and install the bolts. See Figure 10.

- Attach the 2 wire harness push-pin retainers.
- Tighten to 62 Nm (46 lb-ft).



42. Install the two transaxle top retaining bolts. See Figure 9.
 - Tighten to 62 Nm (46 lb-ft).
43. Install the upper transmission fluid filler tube and the bolt.
 - Attach the push pin retainers.
 - Tighten to 14 Nm (10 lb-ft).
44. Remove the Three Bar Engine Support Kit.
45. Remove the Engine Lifting Brackets and reinstall the LH upper generator bolt. See Figures 6 and 7.
 - Tighten the LH upper generator bolt to 47 Nm (35 lb-ft).
46. Connect the speed sensor and rear heated oxygen sensor (HO2S) electrical connectors. See Figure 5.
47. Connect the wire harness to the bracket. See Figure 4.
48. Install and connect the transmission selector cable. See Figure 3.
 - a. Connect the transmission selector cable to the bracket.
 - b. Connect the transmission selector cable end to the manual lever.
49. Connect the transaxle and Transmission Range (TR) sensor electrical connectors. See Figure 2.
50. Install the air cleaner housing. See Figure 1.
 - a. Connect and install the air cleaner housing.
 - b. Install the clips at the air cleaner housing.
 - c. Tighten the clamp to 4 Nm (35 lb-in).
51. Connect the Mass Air Flow (MAF) sensor electrical connector.
52. Connect the crankcase vent tube to the air cleaner outlet pipe.
53. Install the lower cowl panel into the vehicle.
 - a. Install the lower cowl panel into the vehicle.
 - b. Connect the windshield wiper motor electrical connector.
 - c. If equipped, connect the anti-theft hood ajar switch connector.
 - d. Install the 9 lower cowl panel bolts and tighten to 6 Nm (53 lb-in).
 - e. If equipped, install the cabin air inlet filter.
54. Install the upper cowl panel grill.
 - a. Install the washer hose grommet onto the cowl panel.
 - b. Connect the windshield washer hose to the hose elbow.
 - c. Install the push-pin type retainers.



55. Install the windshield wiper arms.
 - Tighten to 27 Nm (20 lb-ft).
56. Install the battery. For additional information, refer to WSM, Section 414-01.
57. Cycle and park the windshield wipers to check for correct alignment.
58. Check the transaxle fluid and fill as required.
59. Verify that the digital transmission range (TR) sensor is correctly adjusted. For additional information, refer to WSM, Section 307-01.
60. Start the engine. Move the transaxle range selector lever through all positions. Check the fluid level. For additional information, refer Preliminary Inspection in WSM, Section 307-01.



Safety Recall 11S25
Certain 2004 and 2005 Model Year Freestar/Monterey Vehicles
Torque Converter Replacement

11S25 REPAIR PROCEDURE EFFICIENCIES & REVISED LABOR TIME

Name of Repair: Torque Converter Replacement

Workshop Manual: Section 307-01, 2004 and 2005 model year Freestar/Monterey vehicles

PROCESS EFFICIENCIES

The repair procedure has been optimized for replacement of the Torque Converter by modifying, re-ordering, and removing unnecessary steps in the Workshop manual including:

- Reducing unnecessary raising and lowering of the vehicle.
- More effectively utilizing the Three Bar Support by changing the tool and how it is used.
- Mounting the transmission to a bench fixture.

The following steps were eliminated during the development of the attached 11S25 procedure:

- Removal and installation of the manual control lever
- Removal and installation of the hood and latch
- Removal and installation of the passenger compartment air intake box
- Removal and installation of the air intake tube
- Removal and installation of the upper radiator shroud
- Removal and installation of the transmission fluid pan
- Complete removal and installation of the sway bar
- Removal and installation of the transmission selector cable bracket
- Removal and installation of the rear support bracket
- Disconnection of the tie rod ends from the steering knuckle
- Removal and installation of the exhaust heat shield
- Transmission fluid cooler back flushing/cleaning

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Torque Converter Replacement

DEALER Q & A

Q1. What vehicles are involved?

A. All 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.

Q2. What should I do if my vehicle unexpectedly loses forward and reverse power?

A. A vehicle that loses forward and reverse power due to torque converter malfunction remains readily controllable. The vehicle will coast during which it can be safely maneuvered and parked. 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.

Q3. Why is the labor time reduced from the published GSLTS?

A. The repair procedure has been optimized for replacement of the Torque Converter by modifying, re-ordering, and removing unnecessary steps in the Workshop manual. (Reference Attachment IV for details).

Q4. Why will the FSA close when a refund is processed?

A. This FSA addresses a specific issue associated with the hardness of the pump insert splines in the Torque Converter. It has been determined that service with remanufactured parts has been effective in eliminating the concern.

Q5. How was the refund cap amount determined?

A. Customer paid refund claims for repairs performed by Ford dealers, and non-Ford repair facilities, served as the basis for developing the \$1,450 cap on Torque Converter refunds.

Q6. How are the owner mailings being prioritized?

A. Because parts to repair this condition are not currently available in sufficient quantities to service all affected vehicles at this time, owner letter mailings will be phased by month of production, based upon report rates.

Safety Recall 11S25
Certain 2004 and 2005 Model Year Freestar/Monterey Vehicles
Torque Converter Replacement

Receipt Scenarios		Refund up to \$1,450* (Closes FSA)	Does Not Qualify for Refund (Replacement of Torque Converter Required)
1	Customer's receipt specifies that Torque Converter was replaced with either a Ford or aftermarket, new or remanufactured converter.	X	
2	Customer's receipt indicates replacement transmission assembly had a <u>Ford part number</u> .	X	
3	Customer's receipt indicates replacement transmission assembly had a <u>non-Ford part number</u> , which does not clearly and specifically indicate that the Torque Converter was replaced.		X
4	Customer's receipt indicates transmission repair or overhaul without clearly and specifically indicating that the Torque Converter was replaced.		X

*\$1450 is reasonable and customary charge for replacement of the Torque Converter. Additionally, towing costs will also be refunded (if applicable).