



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

# ODI RESUME

Investigation: PE09-033  
Date Opened: 07/15/2009  
Principal Investigator: Stephen McHenry  
Subject: Torque converter output shaft failure

Manufacturer: Ford Motor Company  
Products: 2004 and 2005 Ford Freestar and Mercury Monterey  
Population: 205,660 (estimated)

Problem Description: Torque converter output shaft failure resulting in a sudden loss of motive power with no warning.

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	65		
Crashes/Fires:	0		
Injury Incidents:	0		
# Injuries:	0		
Fatality Incidents:	0		
# Fatalities:	0		
Other*:	113		

\*Description of Other: Complaints alleging loss of motive power due to unspecified transmission failure.

Action: A Preliminary Evaluation has been opened

Engineer: Stephen McHenry *SMH*  
Div. Chief: Jeffrey L. Quandt  
Office Dir.: Kathleen C. DeMeter

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Summary: ODI has received 178 complaints alleging that an internal failure of the transmission created a sudden and unexpected loss of motive power in model year 2004 through 2005 Ford Freestar and Mercury Monterey vehicles. Sixty-five (65) complainants who provided specific information to ODI regarding the failure mode of the transmission identified the torque converter and/or the torque converter output shaft as the failed subsystem/component. For the latter, the allegations indicate that the shaft splines failed suddenly and without warning, resulting in a sudden loss of vehicle propulsion due to the engine power becoming disconnected from the drivetrain. A Preliminary Evaluation has been opened to assess the scope, frequency, and potential safety-related consequences of the alleged defect.