



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

ODI RESUME

Investigation: EA09-016
Date Opened: 11/10/2009
Principal Investigator: Stephen McHenry
Subject: Torque Converter Output Shaft Failure

Manufacturer: Ford Motor Company
Products: 2004 and 2005 Ford Freestar and Mercury Monterey
Population: 205,219 (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 loss of motive power.

Action: An Engineering Analysis has been opened.

Engineer: Stephen McHenry SMH

Date: 11/10/2009

Div. Chief: Jeffrey L. Quandt

Date: 11/10/2009

Office Dir.: Kathleen C. DeMeter

Date: 11/10/2009

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 is continuing to assess the scope, frequency and safety-related consequences of the alleged defect.