



Technical Service Information

FORD 4R75E PLANETARY FAILURE

Information Only

Ford TSB- 13-4-23 states that 2008-2011 Crown Victoria, Lincoln Town Car and Grand Marquis and 2008 Mark LT, 2008-2010 E Series and F-150 now have a service kit available for repairing premature planetary failure due to the Forward Sun gear needle bearing coming apart and causing the gear train to fail. This service kit provides replacement parts including seals and gaskets.

Planetary upgrade kit Ford Part number AL3Z-7A398-C

Additional information:

Crown Victoria, Grand Marquis and Town Car transmission oil coolers can not be flushed unless a Hot Flush and/or a flush machine with heated cleaning fluid is used as it has a thermostatic bypass valve. Planetary failure can cause the transmission oil cooler to be restricted. Replacement of the oil cooler is necessary if this type of flushing is not possible. The transmission oil cooler on these models is part of the A/C condenser. See part numbers below.

2008-2009 Crown Victoria, Grand Marquis and Town Car A/C Condenser

Ford Part number 8W7Z-19712-A

2010-2011 Town Car A/C Condenser

Ford Part number BW7Z-19712-A

Customer Satisfaction Program 12N04

This program extends the coverage to 6 years of service or 150,000 miles on 2011 and 2012 model year E-Series built at the Ohio Assembly Plant from October 5, 2010 thru December 22, 2011. These models are covered for the same Forward Sun gear/Planetary assembly failure as mentioned above.