

28 August, 2011

Managing Director
Davis Craig
77 Taras Ave
Box 363
Altona North
Victoria 3025

Dear Managing Director,

I would like to bring to your attention that I am the owner of a 2006 Ford F250 utility. I also have a 35 ft Fifth Wheeler Caravan. Over a number of years, after a long trip and on parking the caravan, especially in reverse I have experienced a problem with the transmission fluid from the F250 boiling over out of the overflow pipe.

I read with interest in the CMCA Wanderer July 2011 that Davis Craig had come up with a new Slimline Aftermarket Transmission Cooler.

I had previously contacted Ford Australia and two of their dealers, Ford America and Ford Brazil (where my vehicle had been manufactured) to ask if they had previously experienced any heating problems with the transmission of the F250. I also requested that they send me schematics of the transmission system so that we knew exactly what went where. All my requests produced nothing despite much persistence on my part.

I contacted your Mr John Benson and explained my situation and the problems I was having. Also, I told him that the problem I was worried about was whether I had enough space in front of my cooling system to fit the new Davis Craig Slimline product. He informed me that Davis Craig had also now developed a new Slimline thermal fan to go with the Slimline Transmission Cooler. He very helpfully provided me with emailed pictures and dimensions of both products.

I felt for the first time someone was taking the trouble to address my problem. After exacting measurements I decided that I could fit the new products with a possibility of having to cut some of the plastic on the back of the grill away to accommodate them.

Mr Benson was most helpful in providing me efficiently and quickly with the two products that I had ordered.

I took the 2 products to Heaseman Steering in Sydney with whom I had dealt for many years and have complete confidence in.

Imagine our surprise when we found that we were not only able to fit the new Davis Craig components to the top of the air conditioning condenser but were also able to insert four ¾" rubber grommets in between the condenser and the transmission cooler and fan without having to cut anything away. We were delighted and proceeded to trace the Ford Transmission Line to the front of the vehicle and the radiator.

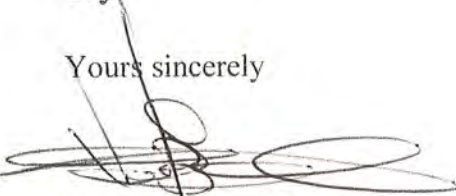
We found also that Ford had factory fitted a separate transmission cooler after the radiator. However this radiator was so badly placed that it sat behind the bottom of the air conditioning condenser directly behind the bumper bar, thereby not allowing any flow-through air to assist in the cooling or the engine fan. And, because of its position, it had filled up the fins with road dirt and mud. We promptly disconnected the factory fitted cooler (as it was useless) and connected the new Davis Craig components in its place.

It appears to have not only reduced the transmission fluid heat levels but as an added bonus has reduced the operating temperature of my 7.3 litre turbo diesel engine by at least 5 degrees (not that it ever ran hot anyway). I know from looking at the internet that there are other F250 owners out there who have a similar problem.

I am delighted to recommend your new Davis Craig product to other F250 owners as I am sure it will fix their problem as well. I intend to send a copy of my commendations to the CMCA Wanderer in the hope that they will publish it so that other F250 owners may benefit as I have.

In closing I wish to commend to you the help and consideration that your Mr Benson gave me - a level of service which sadly is not usual these days.

Yours sincerely



Vernon Bryson-Stewart
Lt/Colonel (retired)
Cc The Wanderer