

05/10/2010

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

[REDACTED]
Greenville, SC
[REDACTED]
[REDACTED]

July 14, 2010

Teresa Wesley, Customer Service
Ford Motor Company
P. O. Box 6248
Dearborn, MI 48126

FMC Case #056 2942409
Vehicle ID# 2FMDA52295B [REDACTED]

Dear Ms. Wesley,

I am writing again for the fifth time as I am extremely worried about my 2005 Ford Freestar van. I am a 73-year old female that experienced a harrowing moment when my Freestar's transmission died while I was driving on the interstate last year. Since then (and after reading other people experiencing the same problems more than once with their Freestar) I have worried every time I leave the house in my van. Next month, I will be driving long distance again on mostly interstates and am extremely concerned that it could happen to me once again. I really should not have to have this worry as I continue to make trips. I love my Freestar BUT if I have to replace this vehicle I promise you I will not buy another Ford product as I feel Ford Motor Company has not only let me down but HUNDREDS of other folks with similar dangerous experiences as well, many with children involved.

I understand that several class action and individual lawsuits have been filed but all of us that have had these failures just want Ford Motor to STEP UP TO THE PLATE (as Mr. Mulally touted on CNN that Toyota finally admitted their mistakes and sent out recalls).

At this time I cannot afford another failure with my Freestar so what is a person to do.....? Thank you and I look forward to a favorable reply.

Sincerely,

cc: NH TSA
Center for Auto Safety

NH
10/4/10
TW



Greenville, SC

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David L. Strickland, Adm.
NH/TSA New Jersey Ave. SE
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Washington DC

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