

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

Subject: FW: Freestare transmission 10386091
Date: Monday, April 04, 2011 9:24:51 AM

From: Mattson, Ryan CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Monday, April 04, 2011 8:49 AM

Subject: FW: Freestare transmission 10386091

From: [REDACTED]
Sent: Saturday, April 02, 2011 5:03 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Freestare transmission 10386091

I could not make chances to the file you sent so I am just going to send the updated information.

Reference No.10386091

[REDACTED]
[REDACTED]
Middletown, OH [REDACTED]
[REDACTED] cell

Transmission went out on 10/30/2009 with only 69613 miles. I had it repaired at a local shop for \$1593.75. I have the reciept. They gave a one year or 12000 mile warranty. I think they said it looked like it had something to do with the torque converter. On 2/15/2011, less then 18 mounts after repairs, with 88109 miles on the van, 18495 miles on the rebuilt transmission, it went out again. I was lucky, both times it quit when my wife was backing out of the driveway so no one was hurt. I have not had it repaired as yet. I am still trying to decide if it is worth having it repaired a second time if it is not going to be safe and/or dependable for my family.

Thank you for checking into this mater,
[REDACTED]