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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository
MAY 23 2011	☐
24-MAR-2011	Reference No. 10392803

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City KEWANEE	State IL	Zip Code	Evening Telephone Number SAME

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
2FMZA51605B	FORD	FREESTAR	2005

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
July 06	GUSTAFSON FORD 309-932-3710			No: Cylinders 6	GASOLINE
Original Owner ☐	Dealer's City KEWANEE IL	State IL	Zip Code 61443		

Transmission Type			Powertrain	Multiple Failure:	Incident Date(s)
AOD	☑ Antilock Brakes	☑ Cruise Control	TRANSMISSION	TORQUE CONVERTER	11-MAR-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE AND ENGINE COOLING, 180000 VEHICLE SPEED CONTROL, 103700 POWER TRAIN: AUTOMATIC TRANSMISSION: TORQUE CONVERTER	Failure Mileage	Failure Speed
	146000	45

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2005 FORD FREESTAR. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 45 MPH, THE VEHICLE SUDDENLY LOST POWER ABNORMALLY WITH AN INCREASE IN ENGINE RPMS. THE VEHICLE WAS THEN TOWED TO AN INDEPENDENT MECHANIC WHERE HE WAS ADVISED THAT THE TORQUE CONVERTER, SHAFT, AND A PUMP WOULD NEED REPLACING. THE VEHICLE WAS REPAIRED FOR ALL COMPONENTS. THE FAILURE AND CURRENT MILEAGE WAS APPROXIMATELY 146,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY