



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

MAY 2 2011
18-APR-2011

Repository ☐

Reference No.
10396611

OWNER INFORMATION (Type or Print)

Name

Address

City SOUDERTON

State PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

N/A

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
2FMDA58225B

Make
FORD

Model
FREESTAR

Model Year
2005

Date Purchased

1/15/2005

Dealer's Name and Telephone Number

FALKNER CIOCCA

215-721-9100

Engine:

No: Cylinders

Fuel Type:

REG.

Original Owner

☐

Dealer's City

SOUDERTON

State

PA

Zip Code

18964

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

17-APR-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage
26000

Failure Speed
25

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: DOTM19ABC036)

☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

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. WHILE DRIVING 25 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS TOWED TO THE DEALER WHO PERFORMED A DIAGNOSTIC AND DETERMINED THAT THE TRANSMISSION FAILED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER ADVISED THE CONTACT THAT THE FAILURE WAS NOT RECALL RELATED AND THEY WOULD NOT ASSIST WITH THE REPAIR. THE FAILURE AND CURRENT MILEAGE WAS 26,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

ON 4/11/2011 WAS COMING BACK FROM GROCERY STORE WAS GOING 25 MILES AN HOUR IN TOWN ON MIFFLIN ST. IN ONE BLOCK BETWEEN HIGHLAND AND BROAD ST MY TRANSMISSION, WITH NO WARNING FAILED, WAS ABLE TO DRIFT TO STOP SIGN AT BROAD + MIFFLIN ST. WHEN I APPLIED PRESSURE TO GAS PEDAL ENGINE WOULD RUB UP BUT FREESTAR WOULD NO GO IN REVERSE OR FORWARD. WAS TOWED BY AAA TO FORD DEALERSHIP. I HAD TO RENT A CAR WITH COST OF \$218.19. DEALERSHIP CALLED ON 4/11/2011 AND SAID THERE NO PRESSURE AND I WOULD HAVE A CHOICE ON HAVING TRANS REBILT COST \$3900 WITH NO WARRANTY OF HAVING RENAN PUT IN AT COST OF \$3500 WITH 3 YR WARRANTY (NOT TRANSFERABLE). THERE HAVE BEEN 319 COMPLAINS ABOUT 05 TRANS ON FREESTAR FAILING WITH NO WARNING. A FEW ON MAJOR HIGHWAYS. DOES IT TAKE DEATHS BEFORE SOMETHING IS DONE? ATTACH ADDITIONAL SHEETS IF NECESSARY (LOST TO ME 3500 + 218.19)
THANK GOD I WAS NOT INTURED OR KILLED.

U.S. Department
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National Highway
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Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

SOUTHEASTERN PA. DIST.

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NECESSARY
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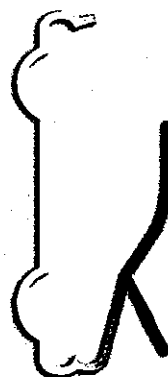
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

