



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 - 1 2012
10-APR-2012

Repository ☐

Reference No.
10454705

OWNER INFORMATION (Type or Print)

Name
Address
City SARASOTA State FL Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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
2FMZA516776

Make FORD Model FREESTAR Model Year 2007

Date Purchased 2/07 Dealer's Name and Telephone Number WATTS LIVE OAK FORD - 800-814-0609
Original Owner ☐ Dealer's City LIVE OAK, FL State FL Zip Code 32060 Engine: No: Cylinders 6 Fuel Type: GAS

Transmission Type AUTO ☒ Antilock Brakes ☒ Powertrain FWD Multiple Failure: NO Incident Date(s) 17-SEP-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN
TRANSMISSION Failure Mileage 69375 Failure Speed 20

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), condition(s) and injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured 0 Number of Deaths 0 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 2007 FORD FREESTAR. THE CONTACT WAS STATED THAT WHILE DRIVING 20 MPH, HE DEPRESSED THE ACCELERATOR PEDAL AND THE VEHICLE DECELERATED. THERE WAS AN INCREASE IN THE ENGINE RPM'S DURING THE FAILURE. THE VEHICLE WAS TAKEN TO THE DEALER AND THE DEALER STATED THAT THE TRANSMISSION TORQUE CONVERTER NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT NOTIFIED. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 69,375 AND THE CURRENT MILEAGE WAS 114,000. LUCKILY I WAS ON A SIDE STREET GOING SLOW. COULD HAVE BEEN AVOIDED IF GOING 20+ ON INTERSTATE. SARASOTA FORD PERFORMED REPAIRS. I HAVE BILLS, PAID RECEIPT. SEE P.2.

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.



Customers for Life
 (941) 366-FORD
 707 SOUTH WASHINGTON BLVD.
 SARASOTA, FLORIDA 34236
 www.sarasotaford.com



ALL PARTS ARE NEW
 OR REMANUFACTURED
 UNLESS OTHERWISE
 INDICATED

STATE OF FLORIDA REGISTRATION: MV-79042

P & A CODE: 01167

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

REPAIR NO.	CUSTOMER PARTICIPATION	DEALER PARTICIPATION	REPAIR TOTAL

(SIGNED) _____ DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE) _____

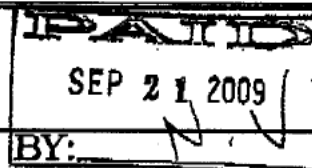
PRIVACY NOTICE TO CUSTOMER

In connection to your registration, Sarasota Ford may obtain information about you as described in this notice, which we handle as stated in this notice. 1. We collect nonpublic personal information about you from the following sources: information we receive from you on applications or forms to file, information about your correspondence with us, our business records, and information we receive from a consumer reporting agency. 2. We may disclose all of the information we collect, as described above, to authorized third-party marketing services on our behalf or to other third-party businesses with whom we have joint marketing agreements. We may make such disclosures about you as a consumer, customer, or former customer. 3. We may also disclose nonpublic personal information about you as consumer, customer, or former customer, to non-related third parties as permitted by law. 4. We permit access to nonpublic personal information about you to those employees who need to know this information to provide products or services to you. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your personal information.

NAME: FORD WILLIAM MCFRAY		Tag: 0861	License: KN	CFM2A9167 7E	Page: 1	Invoice: C84440
SARASOTA, FL		SARASOTA, FL				
Work: () Home: ()		Work: () Home: ()				
Odometer in: 67000 Out: 69375		Dist: 1FT CUS C Prelim		07 FORD FREESTAR SE 4DR MVAN		
Begin: 09/17/09 Done: 09/18/09		Invoiced: 09/21/09 17:30 VN		Inservice: 06/27/06		Production: 06/12/06
Customer Concern						
Concern 02	CUSTOMER STATES MULTIPOINT VEHICLE INSPECTION			Operation	Tech	Amount
Correction	INSPECT VEHICLE FOR PROPER OPERATION			99F	432	0.00
02-1	BRAKES CHECKED WILL REQUIRE FUTURE ATTENTION IN REAR			YBK	432	0.00
	3-5MM OR 4/32"-7/32" (DISK) OR 1.01-2MM OR 2/23"-3/32" (DRUM)					
02-2	TIRES CHECKED MAY REQUIRE FUTURE ATTENTION			YTIRE	432	0.00
	4/32" TO 6/32" TREAD DEPTH					
Tech Notes	INSP					
Comment	DISCUSS ANY CONCERNS ABOUT RESULT WITH YOUR SERVICE REPRESENTATIVE					
	Tech 432 DOUBLE, WILLIAM					
Type: SPE				Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		
Concern 51	CUSTOMER STATES THE VEH WILL NOT MOVE IN GEAR.			Operation	Tech	Amount
Correction	REMOVED TRANS DIAGED BAD T/CONVERTER, R&R T/CONVERTER & SEAL, R&R FILTER.			LABOR	432	945.00
Tech Notes	REMOVED TRANS DIAGED BAD T/CONVERTER, R&R T/CONVERTER & SEAL, R&R FILTER. 9.0 HRS					
Parts	Part Number	PO#	Note	Description	Qty	Sell
	EMC 5F22	7902 BARM	SPO	*CONVERTER ASY REMFG	1	401.09 401.09
	EMC 2F12	7F401 AA		SEAL	1	14.26 14.26
	EMC F6DZ	7A098 AA		SCREEN ASY	1	38.29 38.29
	EMC XT	5 QM		FLUID - TRANSMISSION	1	5.06 5.06
	SPO 5F22	7902 BARM		*CONVERTER ASY REMFG	1	
	Tech 432 DOUBLE, WILLIAM					
				Subtotal		

THIS COPY MUST BE RETURNED FOR ADJUSTMENT

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X



Visa



Customers for Life

(941) 366-FORD

707 SOUTH WASHINGTON BLVD.

SARASOTA, FLORIDA 34236

www.sarasotaford.com



EXCELLENT

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REPAIR NO.	CUSTOMER PARTICIPATION	DEALER PARTICIPATION	REPAIR TOTAL

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

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Adv: 561 WILLIAM GODFREY	Tag: 0861	License: KN	2FMZAS167.7B	Page: 2	Invoice: C84440
Invoiced: 09/21/09 17:30:55 VN		07 FORD FREESTAR SE 4DR MVAN			
Type: C	PARTS 458.70		LABOR - MECHANICAL 945.00		
		TOTAL CHARGE FOR CONCERN		1403.70	
Summary of Charges		Statement of Charges for Invoice C84440			
PARTS 458.70		TOTAL CHARGE		1421.71	
SHOP SUPPLIES 25.00		CASH DUE		1421.71	
LABOR - MECHANICAL 945.00					
100.00 OFF 100.00-					
SUB-TOTAL 1328.70					
SALES TAX 93.01					
TOTAL CHARGE 1421.71					
If you have any questions - please see WILLIAM GODFREY					
ANY QUESTIONS PLEASE ASK YOUR SERVICE ADV.					
Last Page					

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