

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Acknowledgement from NHTSA/ODI of your safety complaint
Date: Tuesday, July 31, 2012 8:36:15 AM
Attachments: [image002.png](#)

EQ-10466698-6895

From: Artemis HelpDesk (VOLPE)
Sent: Monday, July 30, 2012 9:15 PM
To: Wells, Cynthia CTR (NHTSA)
Cc: Yon, Scott (NHTSA); Reid, Randy (NHTSA); Timian, Jennifer (NHTSA); Hailu, Yenenesh CTR (NHTSA)
Subject: FW: Acknowledgement from NHTSA/ODI of your safety complaint

This person is emailing to say that ODI #[10466698](#) is no longer of a concern to him personally because he no longer owns the vehicle.

However, there might be some reason for concern for others if he is correct in his Complaint Description when he states that he's been wait for more than 8 months for Ford to honor the Safety Recall. I believe he is referring to Recall 12V-006 (TORQUE CONVERTER MALFUNCTIONS) – the 573 is dated early January, 2012 and the Recall was expected to begin in the 2nd Calendar quarter.

Thanks,
Bob

Make : FORD	Model : FREESTAR	Year : 2005
Manufacturer : FORD MOTOR COMPANY		
Crash : No	Fire : No	Number of Injuries : 0
ODI ID Number : 10466698		Number of Deaths : 0
Date of Failure: July 26, 2011		
VIN : 2FMZA51665B...		
Component: POWER TRAIN		
Summary:		
THE CAR LOST POWER AS I WAS TRYING TO DRIVE IT. IT TOOK SEVERAL SECONDS TO GO FROM 0 TO 20MPH. THIS IS EVERY DAY. ONCE IT GETS TO 20MPH THE CAR DRIVES NORMALLY. ALSO SOMETIMES THE CAR WONT MOVE WHEN PUT IN DRIVE OR REVERSE. I HAVE TO PUT IT BACK IN PARK, AND THEN IN DRIVE OR REVERSE FOR IT TO MOVE. ALSO, WHEN I STOP AT A STOP SIGN OR A RED LIGHT, THE CAR DRIVES VERY SLOW UNTIL IT REACHES 20MPH. MY CAR IS ON RECALL BUT I WAS TOLD BY FORD THAT THE PART IS NOT YET IN STOCK. I HAVE BEEN WAITING AND HAVING PROBLEMS AND SPENDING MONEY ON THIS CAR SINCE I PURCHASED IT. I'VE BEEN WAITING MORE THAN 8 MONTHS FOR THE PART FROM FORD. THEY SAY THE CAR IS NOT DANGEROUS TO DRIVE. I DISAGREE BUT I NEED MY CAR FOR WORK. I FEEL THAT THEY SHOULD GIVE ME A REPLACEMENT. I AM STILL MAKING PAYMENTS. *TR		

From: [REDACTED]
Sent: Monday, July 30, 2012 7:07 PM
To: donotreplyodi (VOLPE)
Subject: Re: Acknowledgement from NHTSA/ODI of your safety complaint

I traded in the car in question for another car. thanks for taking my complaint.

From: US DOT NHTSA <donotreplyodi@dot.gov>
To: [REDACTED]
Sent: Friday, July 20, 2012 4:16 AM
Subject: Acknowledgement from NHTSA/ODI of your safety complaint

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: [10466698](#)

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 Monday-Friday, 8:00AM to 8:00PM Eastern
TTY: 1-888-424-9153
Have your ODI Number available.
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

If you have questions regarding these emails, please go to our [Contact](#) Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.