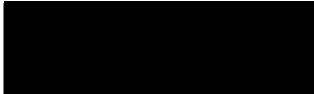
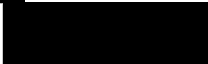


C(-10476346-6333


Matfield Green, Kansas 

SEP 18 2012

September 6, 2012

2005 Freestar
Vehicle ID # 2FMZA52275B 
Safety Recall Notice 11S25/NHTSA Recall 12V-006

Ms. Teresa Wesley
Ford Motor Company
Customer Relationship Center
PO Box 6248
Detroit, MI 48126

Dear Ms. Wesley:

My 2005 Ford Freestar had a failure of the transmission torque converter while I was traveling on U.S. Highway 54 near Eureka, Kansas, on June 18, 2012. Although the incident turned out to not involve a hazard to our safety, it could have easily resulted in serious injury to my wife and myself.

Driving east out of Eureka, Kansas, I was attempting to pass a semi-trailer truck when the transmission failed. All of a sudden I was without power from my engine to the driveline. I was coasting, with no clue what had happened to my car.

Fortunately, I instinctively hit the brakes, quickly slowing my car down so that I could then pull in behind the 18-wheeler I was trying to pass. I then brought the car to a halt on the shoulder of the highway. Had there been a car coming in the opposite direction, not being able to complete my passing maneuver, I would have likely had to take to the ditch to avoid a collision.

I was able to contact a tow truck that carried my car to El Dorado, Kansas, to a transmission repair shop called Automotive Specialists, Inc. Their shop installed a rebuilt transmission/torque converter, charging me \$2,552.53 for their parts and labor.

According to the letter dated March 2012 that I received from Ford Customer Service Division, I may be eligible for a refund for the repairs I had made at Automotive Specialists, Inc. I recently inquired at John North Ford in Emporia, Kansas, regarding such a refund. I was told the maximum amount available to cover my repair bill was less than \$1,500. This seems an unreasonable limit based on the expense I incurred getting the repairs done.

MC
091812
DW

Ms. Teresa Wesley

-2-

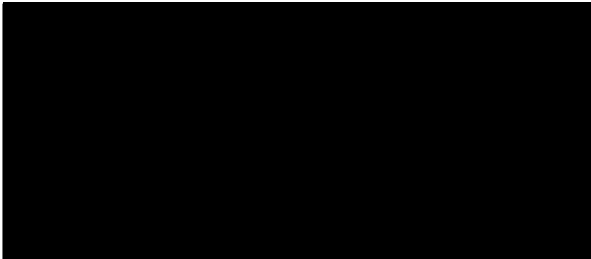
September 6, 2012

In addition, because I was on my way to MD Anderson Cancer Center in Houston, Texas, for a critical appointment with my Lymphoma doctor when my transmission failed, I was obligated to rent a car to continue on my journey to Houston. My Enterprise Rent-A-Car bill for this trip was \$352.31.

I hereby request Ford Motor Company to reimburse me for the full amount (\$2,552.53) of the repairs to my Ford Freestar required due to this safety related mechanical problem and \$352.31 for rental car expenses.

In addressing my concerns regarding the unreasonably small limit on refund amounts, I am also sending a copy of this letter to the Administrator of the National Highway Traffic Safety Administration in Washington, D.C.

Thank you for your attention to my concerns and requests stated in this letter.



Cc: Mr. David L. Strickland, Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. SE, West Building
Washington, D. C. 20590

Enclosures: (1) Repair Order No. 54376 from Automotive Specialists, Inc.
in the amount of \$2,552.53
(2) Copy of Citicard bill with Enterprise Rent-A-Car charge for \$352.31



El Dorado, KS 67042
(316) 321-5130
1-800-964-5130

New Transmis-

152

REPAIR ORDER No 54376

6-18-12

NAME

ADDRESS

CITY

HOME PHONE

BUSINESS PHONE

DATE

LICENSE NO.

MILEAGE

YEAR/MAKE

MODEL

SERIAL NO.

MOTOR NO.

PROMISED DATE & TIME

CALL WHEN READY?

☐ YES ☐ NO

WRITTEN BY

DESCRIPTION OF SERVICE

LABOR

AMOUNT

LUBRICATE

CHANGE OIL

CHANGE: ☐ TRANS. ☐ DIFF.

REPLACE OIL FILTER

CLEAN AIR FILTER

REPACK FRONT WHEELS

ADJUST BRAKES

ROTATE TIRES

☐ WASH ☐ POLISH

TUNE MOTOR

QTY	PART NUMBER	DESCRIPTION OF PART	AMOUNT
-----	-------------	---------------------	--------

1	Rebuilt	4F50N-Rebuilt Converter	1569.00
	Trans Fluid		66.00
	Trans Flush		18.00
2	bolts		1.40

Note: Front pump splines
damaged in torque converter

TOTAL PARTS

ACCESSORIES

TOTAL ACCESSORIES

SUBLET

GAS/OIL/GREASE

AMOUNT

GAS- _____ GALS. @ _____

OIL- _____ QTS. @ _____

GREASE- _____ LBS. @ _____

TOTAL SUBLET

TOTAL GAS/OIL/GREASE

TOTAL LABOR

TOTAL PARTS

TOTAL ACCESSORIES

TOTAL SUBLET

TOTAL GAS/OIL/GREASE

SUBTOTAL

TAX

TOTAL
ALL PARTS
& SERVICES

I HEREBY AUTHORIZE THE ABOVE
PURPOSES OF TESTING, INSPECTION,
REPAIRS THEREON, YOU WILL
ANY OTHER CAUSE BEYOND

AUTHORIZED BY X

YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR
KNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF
ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR

Account Summary

Trans. Date	Post Date	Description	Amount
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Payments, Credits and Adjustments

07/13	07/13	PAYMENT THANK YOU	
07/13	07/13	LOWES #00614* WICHITA KS	

Standard Purchases

06/25	06/26	THAI BISTRO HOUSTON TX	
06/26	06/26	CHEVRON 0207408 CONROE TX	
06/27	06/27	BRAUMS #176 PERRY OK	
06/27	06/27	QT 911 08009110 DENTON TX	
06/27	06/27	DILLONS #9056 WICHITA KS	
06/27	06/27	ENTERPRISE RENT-A-CAR WICHITA KS	\$352.31
06/27	06/27	AUTOMOTIVE SPECIALISTS EL DORADO KS	\$2,552.53
07/05	07/05	THE LEARNING TREE LEAWOOD KS	
07/09	07/09	LOWES #00614* WICHITA KS	
07/09	07/09	DILLARD'S 330 TOWNE EA WICHITA KS	
07/09	07/09	WHOLE FOODS ASSOC WICHITA KS	
07/19	07/19	STRONG CITY GROCER STRONG CITY KS	
07/19	07/19	DIEKER OIL COTTONWOOD FA KS	
07/20	07/20	OKLAHOMA JOES BBQ KANSAS CITY KS	
07/21	07/21	WEBSTER HOUSE RESTAURA KANSAS CITY MO	
07/23	07/23	TAJMAHAL INC KANSAS CITY MO	

Fees charged

Date	Description	Amount
07/24	MEMBERSHIP FEE JUL 12-JUN 13	\$0.00

Total fees charged in this billing period **\$0.00**

Interest charged

Total interest charged in this billing period **\$0.00**

2012 totals year-to-date

Total fees charged in 2012

Total interest charged in 2012

Interest charge calculation

Days in billing cycle: 29

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

Balance type	Annual percentage rate (APR)	Balance subject to interest rate	Interest charge
PURCHASES			
Standard Purch	0.00%	\$0.00 (D)	\$0.00
ADVANCES			
Standard Adv	25.24% (V)	\$0.00 (D)	\$0.00

Your Annual Percentage Rate (APR) is the annual interest rate on your account. APRs followed by (V) vary with the market based on the Prime Rate. Balances followed by (D) are determined by the daily balance method (including current transactions).

Account Messages

Happy Anniversary! Enjoy your bonus ThankYou Points!

ThankYou
citi rewards

Member ID: [REDACTED]

ThankYou Points Earned This Period

Base	
Category Bonus	+
Merchant Bonus	+
Cardmember Bonus	
Adjusted	+

Total Earned

ThankYou Points Earned Year to Date

Total Base	
Total Bonus	
Total Adjusted	+

Total Earned

Visit www.citicards.com to learn more about your ThankYou Points.

Bonus Points may take one to two billing cycle to appear on your statement. Please refer to the specific terms and conditions pertaining to the promotion for further details.

Add authorized users and earn points faster.

- Earn points for purchases authorized users make*.
- Plus, authorized users share all of the amazing benefits your card offers.

* Request to Add an authorized user to your account today.
Visit www.citicards.com or call 1-800-THANKYOU (1-800-842-6596).

There may be a fee associated with adding an authorized user to your account.

3GEN011212

Matfield Grn, KS



Mr. David Strickland, Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave S.E., West Bldg.
Washington, D.C. 20590

20590

