

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline				FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration				Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline	
				Date Received JAN 23 2013 13-NOV-2012	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City MILLEDGEVILLE State IL Zip Code [REDACTED]				Repository ☐ Reference No. 10484558	
				Daytime Telephone Number 815-718-2326 Evening Telephone Number [REDACTED]	
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 2FMZA516X6 [REDACTED]				Make FORD	Model FREESTAR
Date Purchased Jan 2011		Dealer's Name and Telephone Number The Auto Store 815-626-2277		Engine: 3.9L No: Cylinders 6	Model Year 2006
Original Owner ☐	Dealer's City Sterling		State IL	Zip Code 61081	Fuel Type: Gas
Transmission Type auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 25-NOV-2011
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN				Failure Mileage 80000 85,000	Failure Speed 55
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 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 2006 FORD FREESTAR. THE CONTACT STATED THAT WHILE DRIVING 55 MPH THE VEHICLE STOPPED ACCELERATING HOWEVER THE ENGINE WAS STILL RUNNING. THE CONTACT SMELLED BURNING FLUIDS. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC FOR DIAGNOSIS AND THE CONTACT WAS INFORMED THAT THE TRANSMISSION, TORQUE CONVERTER AND SHAFT HAD FAILED AND WOULD NEED TO BE REBUILT. THE VEHICLE WAS REPAIRED. AFTERWARD HE WAS INFORMED OF A RECALL UNDER NHTSA CAMPAIGN ID NUMBER: 12V006000 (POWER TRAIN:AUTOMATIC TRANSMISSION). THE MANUFACTURER WAS NOTIFIED BUT OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS 80,000 AND THE CURRENT MILEAGE WAS 106,000. 85,000					
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 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)

I was driving down highway at 55 mph when I lost forward motion and had to pull over. The engine was running fine but I could not move forward or in reverse and smelled a burning oil/fluid. I took it to Renken's Repair in Dixon, IL where they rebuilt the transmission and this transmission is known to fail. Renken's Repair informed me that they replaced all bad parts with new parts and "updated" parts. Since the transmission failure I have learned of a recall (11S25) on Ford transmissions and sent a request in to Ford Motor Co. & was DENIED. I have been told that my 2006 Ford Freestar Van has the same transmission as the 2005 Ford vehicles & the 2005 Ford vehicles have been approved for recall 11S25. I have included copies of the repair receipt & a copy of a recall letter for a 2005 Ford Freestar that a friend gave me - see attached sheet. ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

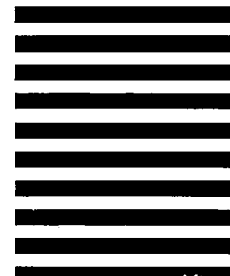
**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

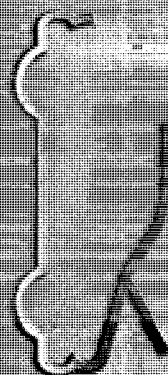
WASHINGTON, DC

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

12/27/12

I have also included the recall request letter from Pete Harkness Ford, that was denied. I was informed that my van was manufactured in 2005 and I believe that it should be eligible for recall 11S25.

I own a 2005 Ford Taurus and a 1995 Ford pickup and have owned many Fords in the past. As a faithful Ford owner/buyer, I feel that I should be fully reimbursed for my 2006 Ford Freestar transmission repair.

[REDACTED]
[REDACTED]
Milledgeville, IL
[REDACTED]
[REDACTED]



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

March 2012

2005 Freestar
Vehicle ID #: 2FMZA51675B [REDACTED]
Safety Recall Notice 11S25 / NHTSA Recall 12V-006

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

It may be possible for your vehicle to lose forward and reverse power while driving, due to worn splines in the transmission torque converter. If this occurs, the engine continues to run, steering and braking are unaffected, and the vehicle's electrical system and directional signals remain functional. The transmission's park system also remains fully functional.

Ford is working closely with its suppliers to produce replacement parts which are not currently available. Parts are anticipated to be available in the 2nd Quarter of 2012.

In the interim, if your vehicle loses forward and reverse power, please contact your dealer and request a service appointment for proper diagnosis and repair.

What will Ford and your dealer do?

Vehicle owners will be notified by mail when parts are available. Ford Motor Company has authorized your dealer to replace the transmission torque converter, free of charge (parts and labor), when the parts become available. Ford is currently working closely with suppliers to expedite replacement part availability.

How long will it take?

When parts become available, the repair is expected to take less than one day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

If your vehicle exhibits a loss of forward and reverse power while driving, please call your dealer and request a service date for proper diagnosis and repair. If your vehicle does not exhibit loss of forward and reverse power, Ford will notify you by mail when replacement parts are available and a service appointment to perform this safety recall can be scheduled. **Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

What if you no longer own this vehicle?

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Have you previously paid for this repair?

If you have previously paid for a torque convertor replacement that addresses this specific issue, you may be eligible for a refund. Details on the refund process will be provided to vehicle owners by mail during the 2nd Quarter of 2012.

Can we assist you further?

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, select option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time), or you may contact us through the Internet at www.fleet.ford.com.

If you are still having concerns, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. **NHTSA Safety Recall 12V006**

Thank you for your attention to this important matter.

Ford Customer Service Division



FORD • LINCOLN • MERCURY
STERLING, ILLINOIS

SERVICE INVOICE

RO	VIN			DATE IN	
49571	2 F M Z A 5 1 6 X 6 B			10/23/12	
YEAR	MAKE	MODEL	COLOR	TIME IN	
2006	FORD	FREESTAR S	GOLD	11:40	
MILES IN	MILES OUT	FIRST USE	LIC.	CLOSED	
105938	105938	00/00/00	IL	14:03	
SEE ALSO	H: [REDACTED] W: ([REDACTED])			WRITER 5007	
				DAVE	

(1) 11S25 RECALL REIMBURSEMENT

REFUND AMOUNT \$1450.00

REPAIR SHOP CHARGE \$2487.29

WARRANTY REPAIR DATE 11-25-11

Warranty Claim Repair Type: -

(Tech:76) A

Labor

T76

.....(Warranty).....

	W/C	INT.	CUSTOMER
Next Service DEC '12 Lube-Oil-Filter			
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.			
X CUSTOMER SIGNATURE			
Page 1 of 1			
Job 49571			
49571			
Customer Copy			
			Labor .00 Parts .00 Sublet .00 Shop Supplie .00 Oil/Grease .00 Sub Total .00 Tax .00 Total .00

RANKEN'S TRANSMISSION AND AUTO REPAIR

TEL. (815) 284-4970

2119 W. FOURTH ST.

DIXON, IL 61021

QUAN.	PART NO.	DESCRIPTION	SALE AMOUNT
1		Torque Converter	22500
1		Master Kit w/piston	38412
1		Filter	1400
1		Shift Kit "update"	9314
1		OD Band	2895
1		Low Sprag	3885
1		Direct Sprag	2395
1		Coast Band	2525
1		Overway clutch	2395
1		EPC Solenoid	4660
1		Lock-up Solenoid	4668
3		Shift Solenoid	2500 7500
1		Caged Needle Bearings	1800
1		Oil Pump shaft	4478
1		Chain	9050
			12877
		Outside Repairs	
		lyese Warranty on Trans & Job that I did.	
		TOTAL PARTS	
		TOWING-DRUM AND ROTOR TURNING	
		Thank you	
		TOTAL ACCES.	

NAME

ADDRESS

CITY

YEAR

TYPE OR MODEL

MOTOR NO.

SERIAL NUMBER

TIME RECEIVED

A.M.

P.M.

TIME PROMISED

A.M.

P.M.

DATE

TERMS

CUSTOMER'S ORDER NO.

LICENSE NUMBER

SPEEDOMETER

OPER. NO.

REPAIR ORDER — LABOR INSTRUCTIONS

ORDER WRITTEN BY

LUBRICATE

☐

CHANGE OIL

☐

FLUSH TRANS.

☐

FLUSH DIFF.

☐

WASH

☐

POLISH

☐

3

"Not Shifting Right"

RTR Trans to Rebuild Trans
clutch Bad & Band Bad.
Replace Bad Parts & update

Due upon receipt. 1 1/2% interest added per month after 30 days

THEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S UEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERE TO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AUTHORIZED BY

RECEIVED BY

ANTI FREEZE

@

QTS. OIL

@

TRAN'S FLUID

@

TOTAL GAS - OIL - GREASE

TOTAL LABOR

TOTAL PARTS

GAS. OIL. GREASE

ACCESSORIES

SHOP SUPPLIES

OUTSIDE WORK

STATE TAX

TOTAL AMOUNT

1050 50

1278 77

73 50

84 52

2487 29