

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

 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 MAR 14 2013 14-FEB-2013		Repository ☐ Reference No. 10498128	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
TULALIP		WA			
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		Make		Model	
2FMZA57675B		FORD		FREESTAR	
Date Purchased		Dealer's Name and Telephone Number		Model Year	
				2005	
Original Owner		Dealer's City		Engine:	
☐				No: Cylinders	
Transmission Type		Powertrain		Incident Date(s)	
☐ Antilock Brakes ☐ Cruise Control				11-JAN-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS)				Failure Mileage	
				70102	
				Failure Speed	
				10	
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		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 2005 FORD FREESTAR. THE CONTACT STATED THAT WHILE DRIVING 10 MPH, THE VEHICLE STALLED AND ALL OF THE WARNING LAMPS ILLUMINATED. THE CONTACT MENTIONED THAT THE FAILURE OCCURRED MULTIPLE TIMES. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 70,102 AND THE CURRENT MILEAGE WAS 70,373.					
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)

Discussed repairs and not comfortable with fix as it
reoccurred as per internet forums. Paid 802⁰⁰ and
then purchased another vehicle. They had 4 Freestars
on lot - low value - bad reputation - so we
lost 2800⁰⁰ value, plus 2 Tow bills of 400⁰⁰ plus
to get dependable vehicle. Too dangerous
to drive with STALLING, which is an
unnecessarily deadly situation.

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

SEATTLE WA 981

05 MAR 2013 PM 1 T

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

NHTSA



P.O. Box 3469
ARLINGTON, WA 98223-3469
3520-136th N.E.
MARYSVILLE, WA 98271
360-659-4000
1-800-729-7603

CUSTOMER NO. 40065	ADVISOR SHANNON PERKINS	29160	TAG NO. 919	INVOICE DATE 02/21/13	INVOICE NO. FOCS98206
TULALIP, WA	LABOR RATE	LICENSE NO.	MILEAGE 70,478	COLOR BEIGE/	STOCK NO.
	YEAR / MAKE / MODEL 05/FORD TRUCK/FREESTAR WAGON/WGN SES			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 F M Z A 5 7 6 7 5 B			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 02/15/13
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS		

JOB# 1 CHARGES-----

LABOR-----
1 1070Z ELECTRICAL TECH(S): 28688 702.00
CUSTOMER STATES VEHICLE WILL START AND DIE ALL DASH LIGHT
COME ON...WILL ALWAYS START COLD CONCERN HAPPENS WHEN
ITS BEEN WARMED UP LIGHTS WILL COME ON DASH AND THEN
DIE
TECH INSPECTED AND VERIFIED CONCERN TESTED SYSTEM FOR CODES
NO CODES STORED NOTED NO CRANKING RPM DURING NO SSTART
PERFORM PINPOINT TESTING FOUND VOLTAGES IS CORRECT AND CVP
SENSOR WITHIN SPECS AT THIS TIME REMOVED COWL TO ACCESS
PCM CONNECTOR AND INSPECT FOUND NO VISIBLE CORROSION
OR WIRING PROBLEMS CONTACT FORD HOTLINE FOR ASSISTANCE
PER FORD INSPECT PCM FOUND EVIDENCE OF MOISTURE IN PCM
REASSEMBLED COWL AND ADDED TAPE TO REDIRECT WATER PER
TSB CHECKED BASE IDLE PER FORD HOTLINE ADVICE FOUND
ENGINE STUMBLES AND SOMETIMES STALLS @ MINIMUM IDLE
REMOVED AND CLEANED THROTTLE BODY CLEAM KAM AND
RELEARNED IDLE AIR CONTROL TRIMS TEST DRIVE AND DID
NOT REDUPLICATE CONCERN AT THIS TIME

JOB# 1 TOTALS-----
LABOR 702.00
JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 702.00

JOB# 2 CHARGES-----

LABOR-----
2 99F0Z099P MULTI-POINT INSP TECH(S): 28688 0.00
PERFORM MULTI-POINT INSPECTION
INSPECTION COMPLETE.

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
3 02F0Z6BK BRAKES CHECK GOOD TECH(S): 28041 0.00
BRAKES CHECK GOOD

JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----
4 02F0Z6BK BATTERY CHECKED GOOD TECH(S): 28041 0.00
BATTERY TESTS GOOD

JOB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX FOCS JOB# 4 TOTAL 0.00

THANK YOU FOR THE OPPORTUNITY TO
SERVE YOU AND YOUR VEHICLE TODAY. IF
YOU HAVE ANY CONCERNS WITH TODAY'S
REPAIRS PLEASE CALL YOUR SERVICE
ADVISOR AS SOON AS POSSIBLE.
THANK YOU AGAIN

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the
warranties with respect to the sale of this
item/items. The Seller, MARYSVILLE FORD,
hereby expressly disclaims all warranties,
either express or implied, including any implied
warranty of merchantability or fitness for a
particular purpose. The Seller, MARYSVILLE
FORD, neither assumes nor authorizes any
other person to assume for it any liability in
connection with the sale of this item/items.

The information contained on the estimate,
worksheet and/or repair order is incorporated
herein by reference.

TERMS

NO RETURNS ON ELECTRICAL OR SPE-
CIAL ORDER ITEMS.

A 20% RESTOCKING CHARGE WILL BE
APPLIED ON ALL MERCHANDISE RE-
TURNED FOR CREDIT.

NO RETURNS AFTER 30 DAYS.

SHOP SUPPLIES

THIS IS A SURCHARGE TO REPAIR LABOR TO
COVER NON-ITEMIZED PARTS AND SUPPLIES
AND DISPOSAL OF NORMAL AMOUNTS OF
REGULATED WASTE PRODUCTS.
SERVICING YOUR VEHICLE REQUIRES THE USE
OF SMALL AMOUNTS OF NUMEROUS CHEM-
ICALS AND SUPPLIES. IT ALSO INVOLVES THE
GENERATION OF WASTES THAT MUST BE
DISPOSED OF IN STRICT COMPLIANCE WITH
STATE AND FEDERAL REGULATIONS. WE
SUPPORT THESE REGULATIONS AND BELIEVE
OUR CUSTOMERS DO AS WELL. TO REDUCE
PAPERWORK AND EXPENSE TO YOU, WE HAVE
STREAMLINED THE COST OF THESE SUPPLIES
AND COMPLIANCE INTO THE SHOP SUPPLIES
CHARGE. SOME OF THE NON-ITEMIZED SUP-
PLIES: WELDING GASES AND RODS, TAPE,
SOLVENT RAGS, SILICONES, CLEANERS, SOLD-
ER, CAULK, SEALERS, SANDPAPER, DRILL BITS,
SAW BLADES, ETC.

ON BEHALF OF SERVICING DEALER, I HEREBY
CERTIFY THAT THE INFORMATION CONTAINED
HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PER-
FORMED 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 SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

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



F.O. BOX 3409
ARLINGTON, WA 98223-3469
 3520-136th N.E.
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 360-659-4000
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JOB# 5 CHARGES-----

LABOR-----

05-02FOZZGTRE TIRES CHECK GOOD TECH(S) 28041 0.00
 TIRES CHECK GOOD

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX FOCS JOB# 5 TOTAL 0.00

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	ISS SHOP SUPPLIES & HASZ WASTE		36.86
		TOTAL - MISC	36.86

COMMENTS-----

TOW IN

TOTALS-----

 * NEXT RECOMMENDED SERVICE: *
 * 08/16/2013 / 72282 MI 99FOZZ30P ROTATE TIRES *

 *
 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR....	702.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	36.86
TOTAL MISC DISC	0.00
TOTAL TAX.....	63.54

TOTAL INVOICE \$ 802.40

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

THANK YOU FOR THE OPPORTUNITY TO SERVE YOU AND YOUR VEHICLE TODAY. IF YOU HAVE ANY CONCERNS WITH TODAY'S REPAIRS PLEASE CALL YOUR SERVICE ADVISOR AS SOON AS POSSIBLE.
 THANK YOU AGAIN

STATEMENT OF DISCLAIMER

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