



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

September 10, 2013

[REDACTED]
Newport, NH [REDACTED]

Dear [REDACTED]

NVS-216 nam
Ref. No. 10520296

Thank you for your correspondence concerning your model year (MY) 2005 Ford Freestar vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation has looked into this issue and we are pleased to respond. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist.

You are requesting a technical explanation regarding the remedy for NHTSA Safety Recall Campaign No. 12V-006. In November 2010, the transmission failed in your MY 2005 Ford Freestar without warning and it required replacement by a dealer. In August 2012, you received a recall notice for a defective torque converter and the dealer replaced it. You want to know whether the torque converter needed replacement if the entire transmission was replaced 21-months ago. If that is the case, you feel it is possible that only the torque converter required replacement and not the entire transmission in 2010. Under those circumstances you would have been eligible for a reimbursement under the recall. Therefore, you feel you should be reimbursed for the transmission replacement.

According to the November 18, 2010, repair order you provided, the dealer replaced your transmission with a used unit. There is a possibility the torque converter in the used transmission was defective; however, the dealer replaced the torque converter in your vehicle under the terms of the recall. The recall addresses a problem with worn torque converter splines. This problem does not result in a failure of the transmission and refunds are limited to the replacement of the torque converter only. Furthermore, it is difficult to determine if a defective torque converter may have caused the failure of your original transmission due to the lack of diagnostic notes from the technician. We recommend that you continue to work with Ford and your dealer for further assistance.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely yours,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement