


DEC 20 2013

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>                  To Report Vehicle Safety Defects                  1-888-DASH-2-DOT                  (1-888-327-4236)                  INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
		Date Received 17-OCT-2013	Repository <input type="checkbox"/> Reference No. 10548238
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
DARIEN	IL		
<p>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).</p>			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FAHP2H137G		Make FORD	Model Year 2007
Date Purchased 7/2009		Dealer's Name and Telephone Number PACKEY WEBB	Engine: No: Cylinders
Original Owner <input type="checkbox"/>		Dealer's City DOWNERS GROVE	Fuel Type:
State IL		Zip Code 60515	
Transmission Type CVT	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 09-OCT-2013
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 100000 POWER TRAIN		Failure Mileage 41000	Failure Speed
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code	Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
Reported to Police N			
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b>                  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).</p>			
<p>TL* THE CONTACT OWNS A 2007 FORD 500. THE CONTACT STATED THAT THE VEHICLE WOULD IDLE HARD AND A LOUD NOISE WAS HEARD FROM THE TRANSMISSION WHILE PARKED. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE MECHANIC STATED THAT THE ENTIRE TRANSMISSION HAD TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 41,000.</p> <p><i>If I cannot get this car repaired - as a widow with no one to help me - is it safe for me to drive vehicle in this condition?</i></p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<p>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.</p>			

December 1, 2013

Packey Webb Ford  
2150 W. Ogden Ave.  
Downers Grove, IL 60515  
Attn: Greg Webb  
General Manager

Dear Mr Webb:


I understand from everyone I have spoken to regarding my problem with the transmission On My Ford 500 that you would be the only one that could help me as this is the dealership where I purchased my car in 2009.

It just seems so wrong to me that I purchased a car from you just 4 years ago with an Extended warranty for \$20,000 and in Oct when I came in with the problem with my transmission I was told that it was a & \$7,000.00 repair and my car was not worth fixing. AT that time the service Manager stated that my car was in excellent condition with only 42,000 miles on it but it sure makes you think that buying a Ford Is not a very good idea if no help is available when something like this happens.

Wouldn't it be true that if Ford put a non-repairable transmission in my car – and I have a Problem with it – that sure surely have some responsibility to help me have it repaired? I was not told when the car was purchased that this could be a problem with this CVT transmission so that at that time I could have purchased a 7 or 10 year warranty As you can see from the attached paperwork – my warranty expired the end of May and I had a problem in Oct.

I would appreciate it if you would review my request and see if there is any way you could help me with my problem to get my car repaired.

Thanking you in advance –

  
*The car is driveable with my  
new transmission. Is it safe  
to drive like this?*

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