

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 SEP 17 2016 Repository ☐ Reference No. 10810927	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number Evening Telephone Number E-mail Address	
Name		Address		City	
GARNER		State NC		Zip Code	
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	
2FMZA51626		FORD		FREESTAR	
Model Year		Engine:		Fuel Type:	
2006		No: Cylinders		GAS	
Date Purchased		Dealer's Name and Telephone Number		State	
September 2006		Capital Ford		NC	
Original Owner		Dealer's City		Zip Code	
Raleigh					
Transmission Type		Antilock Brakes		Powertrain	
		Cruise Control		Multiple Failure:	
				Incident Date(s)	
				25-OCT-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN				Failure Mileage	
				70335	
				Failure Speed	
				40	
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		Failure Location:	
		Prior Repair			
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					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No			
				Number of Deaths	
				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. WHILE DRIVING 40 MPH, THE VEHICLE WOULD NOT ACCELERATE, BUT THE ENGINE REWED. THE VEHICLE WAS ABLE TO BE PULLED OVER, SHUT OFF, AND RESTARTED. WHEN THE VEHICLE WAS SHIFTED OUT OF PARK AND INTO GEAR, THERE WAS NO RESPONSE. THE TRANSMISSION FAILED. THE VEHICLE WAS TOWED TO A DEALER WHERE IT WAS DIAGNOSED THAT THE TRANSMISSION AND TORQUE CONVERTER NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 70,335.					
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)

The Cost of this replacement torque converter & transmission was over \$3500.00 dollars & we were 300 miles from our home in Garner NC when this happened. I feel like Ford should have taken care of this item, we are always taking care of our vehicles.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

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NC 275

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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF100
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 Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

