



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

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

01-AUG-2016

Reference No.  
10891971

SEP 19 2016  
SEP 17 2016

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City CLIFTON HEIGHT State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
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: 2FMDA58256B [REDACTED] Make FORD Model FREESTAR Model Year 2006  
Date Purchased 07-03-2006 Dealer's Name and Telephone Number Springfield Ford 610-544-0700 Engine: 4.2L Fuel Type: Fuel Injection  
Original Owner ☒ Dealer's City Springfield State PA Zip Code 19064 No: Cylinders 6  
Transmission Type Catalyst ☒ Antilock Brakes Powertrain Automatic Multiple Failure: Every time you stop 5600 RPM's rev - car not move  
4-Speed trans ☒ Cruise Control Incident Date(s) 01-MAR-2016

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN Failure Mileage 58000 Failure Speed Stop to go

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]  
DOT No. (Example: DOTM19ABC036) ☐ Original Equipment Failure Location: [REDACTED]  
☐ Prior Repair  
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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 [REDACTED] Number of Deaths [REDACTED] 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 AT VARIOUS SPEEDS, THE ACCELERATOR PEDAL WAS DEPRESSED BUT THE VEHICLE FAILED TO ACCELERATE. THE CONTACT STATED THAT THE VEHICLE JERKED FORWARD WITHOUT WARNING. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE TRANSMISSION FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 58,000.

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 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)**

My Van has been to dealership since the beginning of my purchase with a master cylinder failure, on going with brake problems, now the transmission, Ford has seen my Van more than I have over time. My transmission is stamped (10/2005) which means the 04-05 Firestons were recalled for trans problems but because my vin states a 2006 they say it's not part of recall. It should be Included with the 04-05's. This is a great safety issue for me, thank God the truck that almost hit me from behind because the Van would not move after taking off from a stop swerved to the left to avoid hitting me. I could have been smacked at that point.

Please Recall the 06 ATTACH ADDITIONAL SHEETS IF NECESSARY For Safety Issue.

US 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**

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
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](http://www.safercar.gov)**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOC)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



To Whom it may concern.

My VAN is my life line, I depend on it every day. I'm disabled now but 2 years ago while working I drove my Van to work every day - It took me 5 minutes and it was 1/2 mile from my home. My VAN should not be having trans problems with such little milage on it.

The 04-05 were recalled for the same issues. I did some research and found out my trans is a 05, but because my VIN states the year is a 06, I'm not under the recall list.

This advice was from an independent dealer. This is a real SAFETY issue. Someone is going to be killed unless this recall happens for the 06 Freestar with 05 transmissions.

Why should the consumer be  
put at risk when FOIA knows  
this is a safety issue and  
will not stand behind their  
products.

Please Please Recall the  
trans for the 06 Freestar.

Thank You



\* Also Ford told me to keep  
driving it until it stops?

# Springfield



50 Baltimore Pike  
Springfield, PA 19064  
(610) 544-0700  
Fax: (610) 604-1497

**SERVICE DEPARTMENT HOURS**  
7:00 a.m. to 6:00 p.m. Monday - Friday  
7:00 a.m. to 4:00 p.m. Saturday  
9:00 a.m. to 3:00 p.m. Sunday

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 6/27/16                       |                 |
| R/O Close Date                | Status          |
| 6/27/16                       | Pre-Invoice     |
| Mileage In                    | Mileage Out     |
| 61358                         |                 |
| Service Advisor Tag #         |                 |
| Dan Kennedy/.2388             |                 |
| Vehicle Identification Number |                 |
| 2FMDA58256E                   |                 |
| Delivery Date                 | In-Service Date |
| 7/03/06                       | 8/13/12         |
| Color                         | License Number  |
| SMOKESTONE                    |                 |

|                 |            |          |            |  |
|-----------------|------------|----------|------------|--|
| CLIFTON HTS, PA |            |          | Work Phone |  |
|                 |            |          | Home Phone |  |
| Year            | Make       | Model    | Body       |  |
| 2006            | FORD TRUCK | FREESTAR | WGN LTD    |  |
|                 |            |          |            |  |

## DESCRIPTION OF SERVICE AND PARTS

Cell: Email: AR#:

#2 - DRIVEAB: DRIVEABILITY CONCERN  
CUSTOMER STATES AFTER GETTING VEHICLE HOT, TRANS  
DOESN'T ENGAGE RIGHT AWAY AND SOMETIMES BANGS.  
Work performed by Steve Gentile (625) 000115210  
ROAD TESTED VEHICLE, EEC TEST, NO CODES, VERIFIED SLIP  
ON ACCEL FROM A STOP AND ALSO GOING INTO 2ND  
GEAR, CUSTOMER ADVISED, INTERNAL CONCERN WITH  
TRANSMISSION, NO REPAIRS AT THIS TIME

Internal

#3 - BRSD: BRAKE DIAGNOSIS  
INSTALL BG BRAKE QUIET ON FT PADS  
Work performed by Charlie Rankin (175) 000136276  
Installed 8821 BG STOP SQUEAL  
REMOVED FRONT PADS AND APPLIED BG BRAKE QUITE TO THE  
PADS. APPLIED LUBE TO THE BACK OF THE PADS.

Internal  
Internal

\*\*\*\*\*  
\* Thank You for choosing Springfield Ford Lincoln! Your \*  
\* Neighborhood PREMIER Dealer for FORD LINCOLN \*  
\*\*\*\*\*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other 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.

|                       |  |
|-----------------------|--|
| LABOR                 |  |
| PARTS                 |  |
| DEDUCTIBLE            |  |
| SUBLET                |  |
| SHOP SUPPLIES         |  |
| HAZARDOUS MATERIALS   |  |
| SALES TAX OR TAX I.D. |  |
| SPECIAL ORDER DEPOSIT |  |
| DISCOUNTS             |  |
| TOTAL DUE             |  |

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X