

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

NOV 13 2018

CL - 11141124-9192

FAX COVER SHEET

FROM: [REDACTED]

**TO: NHTSA/OFFICE OF DEFECTS AND
INVESTIGATION**

FAX: 202-366-1767

7 PAGES INCLUDING COVER SHEET.

NM
11-20-18
LD

 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 17-OCT-2018	Repository ☐ Reference No. 11141124		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	E-mail Address
Name				Evening Telephone Number	
Address					
City BLOOMINGTON	State IL	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 2FMZA522258		Make FORD	Model FREESTAR	Model Year 2005	
Date Purchased 9/2017	Dealer's Name and Telephone Number WAS FOR SALE BY OWNER			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State IL	Zip Code 61704	6	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) SEVERAL 12-OCT-2018	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 060000 ENGINE (PWS)				Failure Mileage 83000	Failure Speed
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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	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 2005 FORD FREESTAR. WHILE DRIVING VARIOUS SPEEDS, THE VEHICLE STALLED. THE VEHICLE WAS SERVICED AT SAM LEMAN FORD (1508 MORRISSEY DR, BLOOMINGTON, IL 61701, 309-938-4596) WHERE IT WAS DIAGNOSED THAT THE AIR COMPRESSOR FAILED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 83,000. THE VIN WAS NOT AVAILABLE.					
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.					

11/9/18

TO WHOM IT MAY CONCERN,

WE PURCHASED THE 2005 FORD FREESTAR SEL MINIVAN IN SEPTEMBER OF 2017. I HAD GOOD MILEAGE, UNDER 80,000 MILES. A FEW MONTHS LATER AFTER THE PURCHASE THE VAN WOULD JUST DIE AT ANY STOP. WE GOT A TUNE UP AND HAD IT LOOKED AT AND WE THOUGHT PROBLEM FIXED. NOT LONG AFTER IT STARTED DOING IT AGAIN. FIRST IT WAS JUST AT A STOP. THEN IT STARTED HAPPENING ANYWHERE AND AT ANY SPEED. WE COULD BE GOING 30 MPH OR 55 MPH. WHEN YOU WOULD GO MAKE A TURN IT WOULD MAKE A LOUD NOISE THEN JUST DIE. WE HAD IT LOOK AT AND THEY SAID IT WAS PROBABLY THE BELT. THEY CHANGED/REPLACED THE BELT. THOUGHT PROBLEM WAS FIXED. GOT THE VAN BACK AND SAME ISSUE WAS HAPPENING, LOUD NOISE THEN IT WOULD STALL/DIE. HAD IT LOOKED AT AGAIN ALL FOR THE SAME REASON. THEY SAID NOT SURE PROBABLY THE WATER PUMP. REPLACED THE WATER PUMP AND AGAIN SAME ISSUE. THIS TIME AGAIN MECHANICS NOT SURE BUT MAYBE THE A/C COMPRESSOR. REPLACED THE A/C COMPRESSOR AND THE SAME ^{THING} ~~THING~~ KEEPS HAPPENING.

THIS IS WHEN I QUESTIONED IF THERE WAS A POSSIBLE RECALL. SO I LOOKE ON THE INTERNET AND SAW THERE WAS A FORD RECALL 11525: TORQUE CONVERTER

MALFUNCTIONS. FOR 2005 FORD FREESTAR IT EXPLAINS THAT THE CONDITION RESULTS IN SUDDEN LOSS OF MOTIVE POWER WITH NO WARNING. MY GUESS IS THIS HAS TO BE THE ISSUE. MECHANIC RUN DIAGNOSTIC TESTING AND THEY SAY WE SHOW NOTHING, SO THEY KEEP SAYING I WOULD REPLACE THIS AND THE. THE PROBLEM IS WE NOW HAVE A VAN THAT WE CAN'T MOVE BECAUSE IT'S NOT SAFE. THE REPAIR WAS DONE AT TWIN CITY GARAGE. WE TOOK IT TO JAM LEMAN FORD SINCE THEY SPECIALIZE IN FORDS AND THEY SAID POSSIBLY THE COMPRESSOR WHICH IS THE LAST REPAIR WE DID.

WHILE DRIVING THOUGH, I HAD SEVERAL INSTANCES WITH ANGRY PEOPLE TELLING ME TO MOVE OR GET OUT OF THE WAY. THE ISSUE IS THE VAN GIVE NO WARNING SOMETIME IT JUST DIES. NEED TO KNOW HOW TO PROCEED WITH THIS AS IT'S COSTING US MONEY AND WE ARE UNABLE TO USE THE VAN, WHICH WE NEED TO GET AROUND.

PLEASE ADVISE, WE ARE DESPERATE TO GET THIS FIXED.

THANK YOU FOR YOUR HELP IN ADVANCE.

[REDACTED]

Twin City Garage LLC
604 Orlando Avenue
Normal, IL 61765 US
twincitygarage@gmail.com
twincitygarage.com



INVOICE

BILL TO

Jose
2005 Ford Freestar SEL

INVOICE # [REDACTED]**DATE** 09/06/2018**DUE DATE** 10/06/2018**TERMS** Net 30

ACTIVITY	QTY	RATE	AMOUNT
Sales	1	56.99	56.99T
Belt Tensioner			
Sales	1	36.99	36.99T
Serpentine Belt			
Hours	1	77.80	77.80
Labor			

SUBTOTAL	171.78
TAX (8.75%)	8.22
TOTAL	180.00
BALANCE DUE	\$180.00

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INVOICE

BILL TO

2005 Ford Truck Freestar 2WD
3.9l

INVOICE # [REDACTED]**DATE** 09/19/2018**DUE DATE** 10/19/2018**TERMS** Net 30

ACTIVITY	QTY	RATE	AMOUNT
Sales water pump		83.99	83.99T
Sales camshaft position sensor		24.97	24.97T
Sales coolant		30.00	30.00T
Sales labor		280.00	280.00

SUBTOTAL	418.96
TAX (8.75%)	12.16
TOTAL	431.12
BALANCE DUE	\$431.12

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INVOICE

BILL TO
Vip Lawn Service

INVOICE # [REDACTED]
DATE 10/03/2018
DUE DATE 11/02/2018
TERMS Net 30

ACTIVITY	QTY	RATE	AMOUNT
Sales	1	300.00	300.00
A/C Compressor			

PAID

PAYMENT 300.00
BALANCE DUE **\$0.00**