



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121



7977/003989/0021

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R. FILE
330 TOWN CENTER DR
STE 500
DEARBORN, MI 48126-2796

2004 Freestar
Vehicle ID #:
Safety Recall Notice 11S25 / NHTSA Recall 12V-006

Service parts are now available to perform the necessary repairs to your vehicle

Ford Motor Company previously sent you a letter indicating that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and the delay in repair part availability, and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

It may be possible for your vehicle to lose forward and reverse power while driving, due to worn splines in the transmission torque converter. If this occurs, the engine continues to run, steering and braking are unaffected, and the vehicle's electrical system and directional signals remain functional. The transmission's park system also remains fully functional. However, this condition results in a sudden loss of motive power with no warning, increasing the risk of a crash.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to replace the Torque Converter on your vehicle free of charge (parts and labor) or provide a refund for previous replacement of the converter.

How long will it take?

The time needed for this repair is less than one day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Please contact your dealer without delay to either schedule a service appointment for Recall 11S25, or if applicable, to initiate the refund process. If scheduling a service appointment, you will need to provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Therefore, please have this recall performed as soon as possible.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Have you previously paid for this repair?

You may be eligible for a refund of previously paid repairs that are directly related to replacement of the transmission Torque Converter. Please note that this recall specifically addresses worn Torque Converter splines, which do not result in failure of other transmission components. Therefore, costs associated with replacement or repair of the transmission are not reimbursable under this recall.

Under the terms of this recall, vehicle owners have the option of either having the Torque Converter replaced, or receiving reimbursement for previous replacement of the Torque Converter. Previous replacement of the Torque Converter will satisfy the requirements of this recall repair.

To verify eligibility for reimbursement for up to \$1,450 (reasonable and customary parts and labor charge for replacement of the Torque Converter), give your paid original receipt to your dealer. The receipt must clearly indicate the Torque Converter as a replaced part.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

What if you no longer own this vehicle?

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time). If you wish to contact us through the Internet, our address is: www.Fordowner.com.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time), or you may contact us through the Internet at www.fleet.ford.com.

If you are still having concerns, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. **NHTSA Safety Recall 12V006.**

Thank you for your attention to this important matter.

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