



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

March 2012



2031/001016/0006



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

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

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided 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 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.

Ford is working closely with its suppliers to produce replacement parts which are not currently available. Parts are anticipated to be available in the 2nd Quarter of 2012.

In the interim, if your vehicle loses forward and reverse power, please contact your dealer and request a service appointment for proper diagnosis and repair.

What will Ford and your dealer do?

Vehicle owners will be re-notified by mail when parts are available. Ford Motor Company has authorized your dealer to replace the transmission torque converter, free of charge (parts and labor), when the parts become available. Ford is currently working closely with suppliers to expedite replacement part availability.

How long will it take?

When parts become available, the repair is expected to take 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?

If your vehicle exhibits a loss of forward and reverse power while driving, please call your dealer and request a service date for proper diagnosis and repair. If your vehicle does not exhibit loss of forward and reverse power, Ford will notify you by mail when replacement parts are available and a service appointment to perform this safety recall can be scheduled. **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.**

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.

Have you previously paid for this repair?

If you have previously paid for a torque convertor replacement that addresses this specific issue, you may be eligible for a refund. Details on the refund process will be provided to vehicle owners by mail during the 2nd Quarter of 2012.

Can we assist you further?

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, select 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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