



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 10079

Date Received

2004 SEP 14 AM 7:39
25-JUN-2004

Repository ☐

Reference No.
10079813

OWNER INFORMATION (Type or Print)

Name

Address

City BIRMINGHAM

State AL

Zip Code

Daytime Telephone Number
205-896-2570

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorized signature, please provide your name or address to the vehicle manufacturer.
Signature of Owner Date 07/13/2004

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FMRU1765Y

Make

FORD

Model

EXPEDITION

Model Year

2000

Date Purchased

10-23-2000

Dealer's Name and Telephone Number

Ted Russell Ford

(945) 692-0033

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Knockle

State

TN

Zip Code

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

141000 AIR BAGS:FRONTAL

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

31-MAY-2004

Failure Mileage

160,000

Failure Speed

50

Air Bag Failure

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: DOTM15ABC038)

☐ 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

Y

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).

WHILE DRIVING AT 50 MPH CONSUMER WAS INVOLVED IN A FRONT END COLLISION. UPON IMPACT THE AIR BAGS DID NOT DEPLOY. ALSO, AIR BAG WARNING LIGHT DID NOT APPEAR PRIOR TO THE CRASH. CONSUMER WORE A SEAT BELT. NO INJURY REPORTED. A POLICE REPORT WAS ISSUED. *AK

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.

APC-57 7
REV. 3/81

PREC	BEAT	UNIT
5	320	320

ALABAMA UNIFORM TRAFFIC ACCIDENT REPORT

CP# _____
 Address No. _____

1988-1989 040565

Student Loans To Be Laid by Court Payments Reg

[illegible]

JUN 03 2004

Alabama Uniform Traffic Accident Report

Truck/Bus Supplemental Sheet

AST-347
1/94Unit No. 1
(same as on main report)Sheet 2 of 2 Sheets

General Instructions

Complete this form for each qualifying vehicle ONLY if the accident meets BOTH of the following criteria:

1. The accident involved a qualifying vehicle (truck with 6 or more tires or Haz/Mat placard, or a bus designed to carry 16 or more, including driver) and;
2. The accident resulted in at least one of the following: A. one or more fatalities B. one or more persons injured and taken from the scene for immediate medical attention, or C. one or more involved vehicles had to be towed from the scene as a result of disabling damage or had to receive assistance to leave.

Screening Information

Number of Qualifying Vehicles:

Trucks with 6 or more tires or Haz/Mat placard _____

Buses designed to carry 16 or more (including driver) 1

Number of Persons:

Sustaining fatal injuries 0Transported for immediate medical treatment 0

Number of vehicles towed from scene due to damage or provided assistance _____

Vehicle Information

Gross Vehicle Weight Rating (GVWR)

A. Truck, tractor or bus 34,900

B. Trailer or trailers (total) _____

Total GVWR for unit (A+B) _____

Total number of axles 2

Hazardous Material Involvement

Did vehicle have a Haz/Mat placard _____ Yes _____ No

If Yes, include following information from placard

A. Name or 4-digit number from diamond or box _____

B. The 1-digit number from bottom of diamond _____

Was hazardous material released from THIS vehicle's cargo? _____ Yes _____ No

Vehicle Configuration (circle one number)

1. Bus

2. Single unit truck (2 axles/ 6 or more tires)

3. Single unit truck (3 or more axles)

4. Truck with trailer

5. Truck tractor only (bobtail)

6. Tractor with semi-trailer

7. Tractor with double trailers

8. Tractor with triple trailers

9. Unknown class heavy truck

0. Any other 4-tired vehicle

Cargo Body Type (circle one number)

1. Bus

2. Van/enclosed box

3. Cargo tank

4. Flatbed

5. Dump

6. Concrete mixer

7. Auto transporter

8. Garbage/refuse

9. Other _____

Motor Carrier Information

NOTE: If NOT a motor carrier, enter NONE under Carrier Name, 0 for None under Carrier Identification Numbers, and go to Sequence Of Events Section

Carrier Name _____

Source (circle one number)

1. Vehicle aids

2. Shipping papers

3. Driver

4. Other

Carrier mailing address (Street or P.O. Box) _____

City, State, Zip

Birmingham AL

Carrier Identification Numbers

None = 0)

US DOT _____

ICC MC _____

STATE NO. _____

STATE _____

Sequence of Events

Note: for THIS vehicle - list up to four

Event #1 _____

Event #2 _____

Event #3 _____

Event #4 _____

EVENT
CODES

Non-Collision

1. Ran off road

2. Jackknife

3. Overturned (rollover)

4. Downhill runaway

5. Cargo loss or shift

6. Explosion or fire

7. Separation of units

8. Other non-collision

Collision With

9. Pedestrian

10. Non-parked vehicle

11. Parked vehicle

12. Train

13. Pedalcycle

14. Animal

15. Fixed object

16. Other object

Signature of Reporting Officer

Officer ID:

Reporting Police Agency Off:

Date

Time

AM
PM63740012305/31/04 1:53

Definitions

Truck

A motor vehicle designed, used or maintained primarily for the transportation of property. For the purpose of this form the vehicle must also meet one of the following criteria:

- Have at least 6 tires on the ground, or
- Carry a Hazardous Material Placard.

Bus

A motor vehicle providing seats for 16 or more persons including the driver and used primarily for the transportation of persons.

Trailer

A non-power vehicle towed by a motor vehicle.

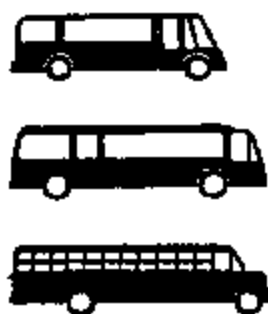
Reportable Accident

A highway related incident normally investigated by a police officer and reported on a standard accident report form involving one or more trucks or buses (as defined here) which results in:

- One or more fatalities, or
- One or more non-fatal injuries requiring transportation for the purpose of obtaining immediate medical treatment, or
- One or more of the vehicles being removed from the scene as a result of disabling damage, or
- One or more vehicles requiring intervening assistance before proceeding under its own power.

Typical Vehicle Silhouettes

1. Bus



2. Single unit truck - 2 axles / 6 tires



3. Single unit truck - 3 axles



4. Truck with trailer



5. Truck tractor (bobtail)



6. Tractor with semi-trailer



7. Tractor with double trailers



8. Tractor with triple trailers



Typical Hazardous Material Placards



Alabama Department of Public Safety

(PLEASE PRINT OR TYPE)

Driver License Division
Safety Responsibility Unit
P. O. Box 1471
Montgomery, AL 36102-1471



COMPLETION OF THIS FORM IS REQUIRED BY §32-7-1, CODE OF ALABAMA 1975.
FAILURE TO FILE A REPORTABLE ACCIDENT ON THIS FORM MAY RESULT IN SUSPENSION OF YOUR DRIVER LICENSE.

INFORMATION AND INSTRUCTIONS: Completion of this form is required ONLY if a motor vehicle accident occurring in Alabama caused death, personal injury, or property damage to any one owner in excess of \$250. The driver is legally required to file a report on this form with the Department of Public Safety within thirty (30) days after the accident regardless of who is at fault and regardless of whether or not the vehicle involved was covered by liability insurance at the time of the accident. If a driver is physically incapable of making such report, the owner of the motor vehicle involved in such accident, within thirty (30) days after learning of the accident, makes such report. Use additional forms if necessary.

YOU MUST FILL IN ALL INFORMATION FOR PROCESSING

DATE OF ACCIDENT 05/31/04	TIME 1:45	A.M. ☐ P.M. ☒	HOW MANY VEHICLES WERE INVOLVED 2				
LOCATION OF ACCIDENT (CITY) (STREET/HWY) Birmingham Lakeside Pky			COUNTY Jefferson				
YOUR INFORMATION (PLEASE PRINT OR TYPE)				OTHER PARTY'S INFORMATION (PLEASE PRINT OR TYPE)			
YOU ARE THE: ☒ DRIVER ☐ PEDESTRIAN ☐ PROPERTY OWNER ☐ OTHER ☐ PARKED ☐ HIT & RUN				OTHER PARTY WAS ☒ DRIVER ☐ PEDESTRIAN ☐ PROPERTY OWNER ☐ OTHER ☐ PARKED ☐ HIT & RUN			
DRIVER'S NAME (FIRST, MIDDLE, LAST) [REDACTED]			TELEPHONE NO. [REDACTED]	DRIVER'S NAME (FIRST, MIDDLE, LAST) [REDACTED]			TELEPHONE NO. [REDACTED]
CURRENT ADDRESS: STREET NO. [REDACTED]				CURRENT ADDRESS: STREET NO. [REDACTED]			
CITY Torrance	STATE CA	ZIP CODE [REDACTED]		CITY Birmingham	STATE AL	ZIP CODE [REDACTED]	
DRIVER'S DATE OF BIRTH [REDACTED]	SEX ☐ M ☒ F	DRIVER LICENSE # [REDACTED]	STATE CA	DRIVER'S DATE OF BIRTH [REDACTED]	SEX ☐ M ☒ F	DRIVER LICENSE # [REDACTED]	STATE AL
OWNER OF VEHICLE/PROPERTY [REDACTED]		IF SAME AS DRIVER, MARK BOX ☐		OWNER OF VEHICLE/PROPERTY [REDACTED]		IF SAME AS DRIVER, MARK BOX ☐	
ADDRESS OF OWNER: STREET NO. [REDACTED]				ADDRESS OF OWNER: STREET NO. [REDACTED]			
CITY Birmingham	STATE AL	ZIP CODE [REDACTED]		CITY Birmingham	STATE AL	ZIP CODE [REDACTED]	
YOUR VEHICLE				OTHER VEHICLE (Use additional form if more than two (2) vehicles)			
YEAR 2000	MAKE Ford	TYPE Expo	COMMERCIAL VEHICLE ☐ YES ☒ NO	STATE AL	YEAR 2000	MAKE Crio	TYPE 200
VIN 1FMBU17654L		LICENSE PLATE NO. [REDACTED]			VIN 1VH6H2C2146		LICENSE PLATE NO. [REDACTED]

PROPERTY DAMAGE

DESCRIPTION OF PROPERTY DAMAGE (OTHER THAN VEHICLE, HOUSE/FENCE, UTILITY POLE/ETC.)

INSURANCE INFORMATION ON BACK MUST BE COMPLETED AND SIGNED

YOUR INSURANCE INFORMATION

Complete the following as required by the Safety Responsibility Law of Alabama §32-7-1, and following accident. Mark only the appropriate box. All information will be verified.

- ☒ 1. When accident occurred, the vehicle I was driving was covered by liability insurance with Allstate Insurance
(List name of insurance company, not Agency's name)
POLICY NO. [REDACTED]
POLICY PERIOD FROM 1-31-04 TO 7-31-04
POLICY HOLDER [REDACTED]
- ☐ 2. When accident occurred, the vehicle I was driving was not covered by liability insurance.
- ☐ 3. Form ER-23 (Fleet Policy) is on file with Department of Public Safety.
- ☐ 4. Your vehicle is a qualified carrier with Alabama Public Service Commission.
- ☐ 5. Department of Public Safety Self-Insurance Certificate No. _____

SIGNATURE [REDACTED] DATE 06/8/04

INJURED PERSONS IN YOUR VEHICLE

NONE

FULL NAME OF INJURED IN YOUR VEHICLE

DID INJURED DIE?

☐ YES ☐ NO

ADDRESS: STREET NO.

CITY

STATE

ZIP

DATE OF BIRTH

SEX ☐ M ☐ F

INJURED WAS (Please Circle)

DRIVER PASSENGER PEDESTRIAN OTHER

FULL NAME OF INJURED IN YOUR VEHICLE

DID INJURED DIE?

☐ YES ☐ NO

ADDRESS: STREET NO.

CITY

STATE

ZIP

DATE OF BIRTH

SEX ☐ M ☐ F

INJURED WAS (Please Circle)

DRIVER PASSENGER PEDESTRIAN OTHER

INFORMATION AND INSTRUCTIONS: Complete this portion of the form if you believe that another party is responsible for your damages and you have not been compensated for them. You must give vehicle and/or other damages in dollar amount.

VEHICLE AND/OR OTHER PROPERTY DAMAGE

I, _____ (Full Name of Person Making Claim) certify that damages to my property amounted to \$ _____ (Amount of Damage) as a result of this motor vehicle accident. I believe I am entitled to recover the amount specified from _____ (Driver of Vehicle) and from _____ (Owner of Vehicle), and I have not released said party(ies).
Signature of Property Owner _____ (If owner is a company, give title of person signing claim)

INJURIES (Please complete one section for each party injured.)

I, _____ (Full Name of Person Injured) certify that my medical expenses are \$ _____ (Amount of Injury) as a result of this motor vehicle accident. I believe I am entitled to recover the amount specified above from _____ (Driver of Vehicle) and from _____ (Owner of Vehicle), and I have not released said party(ies).
Signature of Claimant/Legal Guardian of Minor _____ Date _____

I, _____ (Full Name of Person Injured) certify that my medical expenses are \$ _____ (Amount of Injury) as a result of this motor vehicle accident. I believe I am entitled to recover the amount specified above from _____ (Driver of Vehicle) and from _____ (Owner of Vehicle), and I have not released said party(ies).
Signature of Claimant/Legal Guardian of Minor _____ Date _____

FORM COMPLETION REVIEW

- Review form to ensure all blanks have been filled in.
- Use your full, legal name.
- Describe all property damage (Examples: bicycle, farm equipment, house, fence, etc.)
- Sign and date this form in spaces provided.
- Use additional forms, if necessary. Be sure to include all information requested.
- For more information call 334-242-4222.

06/07/2004 at 04:02 PM
58131

File ID: [REDACTED]

ISAACS CLAIM SERVICE, INC.
ISAACS CLAIMS SERVICE, INC
DIVISION OF CANGE AND WOODS, LLC
1516 CENTER POINT RD STE 201
BIRMINGHAM, AL 35215
(205)853-9549 Fax: (205)853-8141
Written By: ROBERT ISAACS

For: AMIC -
Adjuster: JENNIFER LONG

PRELIMINARY ESTIMATE

Insured: [REDACTED]
Owner: [REDACTED]
Address: BHAM, AL

Claim Policy: [REDACTED]
Date of Loss: 05/31/2004
Type of Loss: Liability
Point of Impact: 12. Front

Day:
Evening:

Inspect
Location:

REPAIR SHOP

Repair ADAMSON FORD
Facility:

Days to Repair
License #

2000 FORD EXPEDITION 4X2 EDDIE BAUER 8-5.4L-FI 4D UTV BLACK
VIN: 1FMRU1765Y1 [REDACTED] Lic: AL Prod Date: Odometer: 60000
Air Conditioning Rear Defogger Tilt Wheel
Cruise Control Intermittent Wipers Climate Control
Keyless Entry Dual Air Condition Rear Wiper
Body Side Moldings Dual Mirrors Privacy Glass
Roof Console Luggage/Roof Rack Fog Lamps
Clear Coat Paint Power Steering Power Brakes
Power Windows Power Locks Power Driver Seat
Power Mirrors Anti-Lock Brakes (4) Driver Air Bag
Passenger Air Bag 4 Wheel Disc Brakes Leather Seats
3rd Seat Captain Chairs (2) Rear Step Bumper
Running Boards/Side Steps Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2		O/H front bumper			1.5	
3**	Repl	RECOND Bumper chrome	1	263.00	Incl.	
4		Add for fog lamps			0.3	
5	Repl	RT Bumper side bracket	1	14.48	Incl.	
6	Repl	LT Bumper side bracket	1	14.48	Incl.	
7	Repl	RT Bumper mount plate	1	14.92		
8	Repl	LT Bumper mount plate	1	14.92		
9	Repl	RT Bumper stud plate	1	11.94	Incl.	
10	Repl	Pad assy chrome bumper harvest gold	1	123.10	Incl.	1.5

PRELIMINARY ESTIMATE

2000 FORD EXPEDITION 4X2 EDDIE BAUER 8-5.4L-FI 4D UTV BLACK

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
11	Repl	RT Bumper filler	1	11.97	Incl.	
12	Repl	Valance w/fog lamps, w/o tow hooks storm gray	1	182.53	Incl.	
13	Repl	License bracket	1	7.70	0.2	
14		GRILLE				
15	Repl	Grille Eddie Bauer Ebony	1	310.23	Incl.	1.5
16	Repl	Mount panel	1	148.23	2.2	
17	Repl	RT Mount panel lower bracket	1	7.88	0.1	
18		FRONT LAMPS				
19	Repl	RT Headlamp assy	1	160.00	Incl.	
20		Aim headlamps			0.5	
21	Repl	RT Fog lamp assy	1	130.33	Incl.	
22		COOLING				
23*	Rpr	Radiator support			5.0	0.5
24		HOOD				
25	Repl	Hood	1	372.87	1.0	3.0
26		Add for Clear Coat				1.2
27		Add for Underside(Complete)				1.5
28	Repl	RT Hinge	1	30.08	0.3	0.3
29	Repl	Latch	1	30.73	0.4	
30		FENDER				
31	Repl	RT Fender w/wheel lip w/o antenna	1	285.80	2.4	2.2
32		Overlap Major Adj. Panel				-0.4
33		Add for Clear Coat				0.4
34		Add for Edging				0.5
35		Deduct for Overlap			-0.5	
36*	Rpr	RT Inner panel assy			3.0	0.4
37		Overlap Major Adj. Panel				-0.4
38#	Rpr	RACK SET UP			2.0	
39#	Rpr	STR RAILS			5.0 F	
40#	Rpr	PULL & SQUARE UPPER STRUCTURE			2.0 F	
41		FRONT SUSPENSION				
42*	Subl	Alignment	1	45.00	Xm	
43*	Repl	RT Stabilizer bar bracket	1	7.02	0.3	
44	Repl	RT Stabilizer bar insulator	1	13.02		
45		STRIPE TAPE				
46*	Repl	RT Stripe tape Arizona beige	1	53.17	0.3	
47		MISCELLANEOUS OPERATIONS				
48	Repl	Cover car/bag	1		0.2	
49#	Refn	Restore corrosion protection				0.5
50#	Refn	Tint paint				0.5
51		OTHER CHARGES				
52#		E.P.C.	1	3.00		
53#		Towing	1	97.50		
Subtotals ==>				2353.90	26.2	13.2

PRELIMINARY ESTIMATE

2000 FORD EXPEDITION 4X2 EDDIE BAUER 6-5.4L-FI 4D UTV BLACK

Parts		2208.40
Body Labor	19.2 hrs @ \$ 42.00/hr	806.40
Paint Labor	13.2 hrs @ \$ 42.00/hr	554.40
Frame Labor	7.0 hrs @ \$ 45.00/hr	315.00
Paint Supplies	13.2 hrs @ \$ 25.00/hr	330.00
Sublet/Misc.		45.00
Other Charges		100.50

SUBTOTAL		\$ 4359.70
Sales Tax	\$ 2208.40 @ 8.0000%	176.67

TOTAL COST OF REPAIRS		\$ 4536.37
ADJUSTMENTS:		
Deductible		0.00

TOTAL ADJUSTMENTS		\$ 0.00
NET COST OF REPAIRS		\$ 4536.37

*****THIS IS NOT AN AUTHORIZATION TO REPAIR*****

AUTHORIZATION MUST COME FROM OWNER OF VEHICLE.

ALL SUPPLEMENTS MUST BE APPROVED AND OR REINSPECTED BY APPRAISER OR SUPERVISOR PRIOR TO PERFORMING ADDITIONAL REPAIRS. SUPPLEMENTS SUBMITTED WITHOUT PRIOR APPROVAL WILL NOT BE HONORED AFTER REPAIRS ARE COMPLETED. ALL PARTS REPLACED MUST BE SUPPORTED BY INVOICES.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR2MC97 Database Date 4/2004 and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Pound sign (\$) items indicate manual entries.

Pathways - A product of CCC Information Services Inc.

Messages Sent to Ford:

From: [REDACTED]
To: Ford Motor Company
Date: 6/9/2004 6:57:55 PM
Subject: Pictures

Tracking ID: [REDACTED]
Case ID: [REDACTED]

Please find attached the pictures of the vehicle.

Thanks,
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
Birmingham, AL [REDACTED]
[REDACTED]

>>> Ford Motor Company <crcfmc@customersupportctr.com> 6/9/2004 1:03:55 AM >>>
Thank you for contacting Ford Motor Company.

We appreciate the time you have taken to write us, and we acknowledge receipt of your e-mail. We are currently addressing your inquiry and will be contacting you within three business days. For any future correspondence regarding this issue, please reference this information in your message:

Tracking ID: [REDACTED]
Case ID: [REDACTED]

Sincerely,
Ford Motor Company
Customer Relationship Center

From: [REDACTED]
To: Ford Motor Company
Date: 6/10/2004 8:14:14 AM
Subject: Picture

Tracking ID: [REDACTED]

Case ID: [REDACTED]

Attached is a picture of the wrecked vehicle.

Thanks.
[REDACTED]

[REDACTED]

Birmingham, AL [REDACTED]
[REDACTED]

>>> Ford Motor Company <crfmc@customersupportctr.com> 6/9/2004 1:03:55 AM >>>
Thank you for contacting Ford Motor Company.

We appreciate the time you have taken to write us, and we acknowledge receipt of your e-mail. We are currently addressing your inquiry and will be contacting you within three business days. For any future correspondence regarding this issue, please reference this information in your message:

Tracking ID: [REDACTED]

Case ID: [REDACTED]

Sincerely,
Ford Motor Company
Customer Relationship Center

From: [REDACTED]
To: Ford Motor Company
Date: 6/25/2004 9:45:42 AM
Subject: Re: Ford Motor Company Acknowledgement

Tracking ID: [REDACTED]

Case ID: [REDACTED]

It has been greater than the 3 business days and I still have not received a response to my original e-mail. Please respond.

Thanks.
[REDACTED]

[REDACTED]
Birmingham, AL
[REDACTED]

>>> Ford Motor Company <crfmc@customersupportctr.com> 6/8/2004 1:03:55 AM >>>
Thank you for contacting Ford Motor Company.

We appreciate the time you have taken to write us, and we acknowledge receipt of your e-mail. We are currently addressing your inquiry and will be contacting you within three business days. For any future correspondence regarding this issue, please reference this information in your message:

Tracking ID: [REDACTED]

Case ID: [REDACTED]

Sincerely,
Ford Motor Company
Customer Relationship Center

From: [REDACTED]
To: Ford Motor Company
Date: 6/28/2004 9:00:48 AM
Subject: Re: Ford Motor Company

Cherr
Ford Motor Company
Customer Relationship Center

Dear Cherr:

Your e-mail is not 100% accurate. I initially made contact with Ford Motor Company via e-mail on June 7 or 8, 2004. I received an e-mail response from Ford Motor Company on June 9, 2004 acknowledging receipt of my e-mail and indicating that Ford Motor Company would be addressing my inquiry and contacting me within three business days. Three business days would have been around June 14, 2004. As of June 14th, repairs to my vehicle had not begun or was in the very early stages of being repaired; however, I had no response to my e-mail from Ford Motor Company.

As of June 25th, I still did not have a response to the initial e-mail that I sent on June 7th or 8th (to which Ford Motor Company responded to on June 9th indicating that they would respond within 3 business days). Since I had not heard back from Ford Motor Company, I called Ford Motor Company's customer service number on June 25th to inquire as to when I would receive a response. Someone took my name and number and informed me that someone would follow up with me.

When I finally spoke with someone from Ford Motor Company on June 25th, I was given a generic answer regarding why my airbags did not deploy when my Ford vehicle was involved in a front end collision going 50 mph. The generic answer was that I would need to check the airbag sensor at my expense to determine why they did not deploy. I informed the representative from Ford Motor Company that this would not have been an issue had I known to do this several days ago when the vehicle was dismantled for repairs. The only response that I received back from the representative was that I would need to check the airbag sensors at my expense.

I informed the representative that I was not satisfied with the amount of time that it took Ford Motor Company to respond to my initial e-mail — to which I had to follow up on because Ford Motor Company did not response back as they said they would on June 9, 2004 nor was I please with the response. I also informed her that I would final a formal complaint with the appropriate Federal agency.

Thank you.

[REDACTED]
Birmingham, AL
[REDACTED]

>>> Ford Motor Company <crcfmc@customersupportctr.com> 6/26/2004 10:51:58 AM >>>
Dear [REDACTED]

Thank you for your message of 06/25/04 regarding your 2000 Ford Expedition. We appreciate the time you have taken to write us regarding

your vehicle concern.

We regret the circumstances that have prompted you to contact us. Please accept our apology for any frustration or inconvenience you may have experienced as a result of this situation.

The circumstances that you have outlined in your original e-mail have been given careful consideration.

Our records indicate that on 08/25/04, you contacted the Customer Relationship Center (CRC) via phone and our Customer Service Representative provided an answer to your inquiry.

We appreciate the fact that you are a loyal Ford customer and we apologize that we are not able to give you a satisfactory answer. We thank you for the opportunity to address this concern however at this time, no changes will be made on the decision. We appreciate your feedback and hope that you will continue to be a loyal Ford customer.

We are relieved to hear that you were not injured. We strive on building quality vehicles for all of our customers. We appreciate the time you have taken to give us the details of this incident. This information is used by our Engineering Team to strengthen our safety record.

At Ford Motor Company, we consider the satisfaction of our customers as one of our most important objectives. If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them.

Thank you for contacting Ford Motor Company.

Sincerely,
Cherr
Ford Motor Company
Customer Relationship Center

Find the answers to many of your Ford vehicle-related questions at My Ford - Ford's official owner website.

Online owner guides, the latest incentives, recalls, Ford Credit access and more - all at your fingertips. My Ford is a free, personalized resource available to you 24-7, whenever you need information. Just visit www.myford.fordvehicles.com to sign up now.

Original Message Follows:

Tracking ID: [REDACTED]
Case ID: [REDACTED]

It has been greater than the 3 business days and I still have not received a response to my original e-mail. Please respond.

Thanks.

[REDACTED]
Birmingham, AL [REDACTED]
[REDACTED]

>>> Ford Motor Company <crfmc@customersupportctr.com> 6/9/2004 1:03:55 AM >>>

Thank you for contacting Ford Motor Company.

We appreciate the time you have taken to write us, and we acknowledge receipt of your e-mail. We are currently addressing your inquiry and will be contacting you within three business days. For any future correspondence regarding this issue, please reference this information in your message:

Tracking
Case ID: [REDACTED]

Sincerely,
Ford Motor Company
Customer Relationship Center

From: [REDACTED]
To: Ford Motor Company
Date: 6/30/2004 8:58:25 AM
Subject: Re: Ford Motor Company

Cherr
Ford Motor Company
Customer Relationship Center

Dear Cherr,

Once again your e-mail is incorrect. Again, I first made contact with Ford Motor Company on June 7th or 8th via e-mail (not on June 26th via telephone) and I received an e-mail from Ford Motor Company Customer Relationship Center on June 9th which I have attached to the end of this e-mail which includes a Tracking ID and a Case ID number — Tracking ID: [REDACTED] Case ID: [REDACTED]

My first and foremost issue is the air bags did not deploy during a front end crash going 50 mph. My second issue is the length of time it took Ford Motor Company to respond to my initial e-mail. Again, my car was dismantled for repairs during the first 2 weeks of June and it could have been simple for me to have them check the air bag sensors at that time. Now, because Ford Motor Company could not respond in a timely manner, Ford Motor Company is asking me to go to more expense to check the air bag sensor.

Does the air bags not come with some type of warranty?

Thank you for your response.

- Ford responded to this e-mail on 6/30/04; however, Ford never addressed this question in their response.

[REDACTED]
Birmingham, AL [REDACTED]
[REDACTED]

[REDACTED]
Birmingham, AL [REDACTED]
[REDACTED]

>>> Ford Motor Company <ercfmc@customersupportctr.com> 6/29/2004 3:00:55 PM >>>
Dear [REDACTED]

Thank you for your message of 06/28/04 regarding your 2000 Ford Expedition. We appreciate the time you have taken to write us regarding your vehicle concern.

We regret the circumstances that have prompted you to contact us. Please accept our apology for any frustration or inconvenience you may have experienced as a result of this situation.

As previously communicated to you on 06/25/04, our records indicate that you contacted the Customer Relationship Center (CRC) via phone and our Customer Service Representative provided an answer to your inquiry.

Since you have indicated that you are dissatisfied with our response to you, we have performed another search of the resources available to us to respond to your inquiry. Regrettably, we are not able to provide you with an alternate response. We have however documented your comments for future reference. If any additional information regarding this matter should become available in the future, please let us know.

Our quest for excellence in customer service is an ongoing and evolutionary process. Your feedback will help us reach the next level.

At Ford Motor Company, we consider the satisfaction of our customers as one of our most important objectives. If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them.

Thank you for contacting Ford Motor Company.

Sincerely,
Cherr
Ford Motor Company
Customer Relationship Center

>>> Ford Motor Company <crcfmc@customersupportctr.com> 6/8/2004 1:03:55 AM >>>
Thank you for contacting Ford Motor Company.

We appreciate the time you have taken to write us, and we acknowledge receipt of your e-mail. We are currently addressing your inquiry and will be contacting you within three business days. For any future correspondence regarding this issue, please reference this information in your message:

Tracking ID: [REDACTED]
Case ID: [REDACTED]

Sincerely,
Ford Motor Company
Customer Relationship Center>>> Ford Motor Company <crcfmc@customersupportctr.com> 6/29/2004
3:00:55 PM >>>
Dear [REDACTED]

Thank you for your message of 06/28/04 regarding your 2000 Ford Expedition. We appreciate the time you have taken to write us regarding your vehicle concern.

We regret the circumstances that have prompted you to contact us. Please accept our apology for any frustration or inconvenience you may have experienced as a result of this situation.

As previously communicated to you on 06/25/04, our records indicate that you contacted the Customer Relationship Center (CRC) via phone and our Customer Service Representative provided an answer to your inquiry.

Since you have indicated that you are dissatisfied with our response to you, we have performed another search of the resources available to us to respond to your inquiry. Regrettably, we are not able to provide you with an alternate response. We have however documented your comments for future reference. If any additional information regarding this matter should become available in the future, please let us know.

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Thank you for contacting Ford Motor Company.

Sincerely,
Cherr
Ford Motor Company
Customer Relationship Center

Original Message Follows:

Cherr
Ford Motor Company
Customer Relationship Center
Dear Cherr:

Your e-mail is not 100% accurate. I initially made contact with Ford Motor Company via e-mail on June 7 or 8, 2004. I received an e-mail response from Ford Motor Company on June 9, 2004 acknowledging receipt of my e-mail and indicating that Ford Motor Company would be addressing my inquiry and contacting me within three business days. Three business days would have been around June 14, 2004. As of June 14th, repairs to my vehicle had not begun or was in the very early stages of being repaired; however, I had no response to my e-mail from Ford Motor Company.

As of June 25th, I still did not have a response to the initial e-mail that I sent on June 7th or 8th (to which Ford Motor Company responded to on June 9th indicating that they would respond within 3 business days). Since I had not heard back from Ford Motor Company, I called Ford Motor Company's customer service number on June 25th to inquire as to when I would receive a response. Someone took my name and number and informed me that someone would follow up with me.

When I finally spoke with someone from Ford Motor Company on June 25th, I was given a generic answer regarding why my airbags did not deploy when my Ford vehicle was involved in a front end collision going 50 mph. The generic answer was that I would need to check the airbag sensor at

my expense to determine why they did not deploy. I informed the representative from Ford Motor Company that this would not have been an issue had I known to do this several days ago when the vehicle was dismantled for repairs. The only response that I received back from the representative was that I would need to check the airbag sensors at my expense.

I informed the representative that I was not satisfied with the amount of time that it took Ford Motor Company to respond to my initial e-mail * to which I had to follow up on because Ford Motor Company did not respond back as they said they would on June 9, 2004 nor was I please with the response. I also informed her that I would final a formal complaint with the appropriate Federal agency.

Thank you.

[REDACTED]
Birmingham, AL
[REDACTED]

>>> Ford Motor Company <crcfmc@customersupportctr.com> 6/26/2004 10:51:58 AM >>>

Dear [REDACTED]

Thank you for your message of 06/25/04 regarding your 2000 Ford Expedition. We appreciate the time you have taken to write us regarding your vehicle concern.

We regret the circumstances that have prompted you to contact us.

Please accept our apology for any frustration or inconvenience you may have experienced as a result of this situation.

The circumstances that you have outlined in your original e-mail have been given careful consideration.

Our records indicate that on 06/25/04, you contacted the Customer Relationship Center (CRC) via phone and our Customer Service Representative provided an answer to your inquiry.

We appreciate the fact that you are a loyal Ford customer and we apologize that we are not able to give you a satisfactory answer. We thank you for the opportunity to address this concern however at this time, no changes will be made on the decision. We appreciate your feedback and hope that you will continue to be a loyal Ford customer.

We are relieved to hear that you were not injured. We strive on building quality vehicles for all of our customers. We appreciate the time you have taken to give us the details of this incident. This information is used by our Engineering Team to strengthen our safety record.

At Ford Motor Company, we consider the satisfaction of our customers as one of our most important objectives. If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them.

Thank you for contacting Ford Motor Company.

Sincerely,

Cherr

Ford Motor Company

Customer Relationship Center

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Ford - Ford's official owner website.

Online owner guides, the latest incentives, recalls, Ford Credit access and more - all at your fingertips. My Ford is a free, personalized resource available to you 24-7, whenever you need information. Just visit www.myford.fordvehicles.com to sign up now.

Original Message Follows:

Tracking ID: [REDACTED]

Case ID: [REDACTED]

It has been greater than the 3 business days and I still have not received a response to my original e-mail. Please respond.

Thanks,

[REDACTED]
Birmingham, AL
[REDACTED]

>>> Ford Motor Company <crfmc@customersupportctr.com> 6/9/2004 1:03:55 AM >>>

Thank you for contacting Ford Motor Company.

We appreciate the time you have taken to write us, and we acknowledge receipt of your e-mail. We are currently addressing your inquiry and will be contacting you within three business days. For any future correspondence regarding this issue, please reference this information in your message:

Tracking ID [REDACTED]

Case ID: [REDACTED]

Sincerely,

Ford Motor Company

Customer Relationship Center

Reply Messages from Ford:

From: Ford Motor Company <crfmc@customersupportctr.com>
To: [REDACTED]
Date: 6/9/2004 1:04:26 AM
Subject: Ford Motor Company Acknowledgement

Thank you for contacting Ford Motor Company.

We appreciate the time you have taken to write us, and we acknowledge receipt of your e-mail. We are currently addressing your inquiry and will be contacting you within three business days. For any future correspondence regarding this issue, please reference this information in your message:

Tracking ID: [REDACTED]

Case ID [REDACTED]

Sincerely,
Ford Motor Company
Customer Relationship Center

From: Ford Motor Company <crfmc@customersupportctr.com>
To: [REDACTED]
Date: 6/26/2004 10:52:18 AM
Subject: Ford Motor Company

Dear [REDACTED]

Thank you for your message of 06/25/04 regarding your 2000 Ford Expedition. We appreciate the time you have taken to write us regarding your vehicle concern.

We regret the circumstances that have prompted you to contact us. Please accept our apology for any frustration or inconvenience you may have experienced as a result of this situation.

The circumstances that you have outlined in your original e-mail have been given careful consideration.

Our records indicate that on 06/25/04, you contacted the Customer Relationship Center (CRC) via phone and our Customer Service Representative provided an answer to your inquiry.

We appreciate the fact that you are a loyal Ford customer and we apologize that we are not able to give you a satisfactory answer. We thank you for the opportunity to address this concern however at this time, no changes will be made on the decision. We appreciate your feedback and hope that you will continue to be a loyal Ford customer.

We are relieved to hear that you were not injured. We strive on building quality vehicles for all of our customers. We appreciate the time you have taken to give us the details of this incident. This information is used by our Engineering Team to strengthen our safety record.

At Ford Motor Company, we consider the satisfaction of our customers as one of our most important objectives. If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them.

Thank you for contacting Ford Motor Company.

Sincerely,
Cherr
Ford Motor Company
Customer Relationship Center

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Online owner guides, the latest incentives, recalls, Ford Credit access and more - all at your fingertips. My Ford is a free, personalized resource available to you 24-7, whenever you need information. Just visit www.myford.fordvehicles.com to sign up now.

Original Message Follows:

Tracking ID: [REDACTED]

Case ID: [REDACTED]

It has been greater than the 3 business days and I still have not received a response to my original e-mail. Please respond.

Thanks.

[REDACTED]

Birmingham, AL

[REDACTED]

>>> Ford Motor Company <crfmc@customersupportctr.com> 6/9/2004 1:03:55 AM >>>

Thank you for contacting Ford Motor Company.

We appreciate the time you have taken to write us, and we acknowledge receipt of your e-mail. We are currently addressing your inquiry and will be contacting you within three business days. For any future correspondence regarding this issue, please reference this information in your message:

Tracking ID: [REDACTED]

Case ID: [REDACTED]

Sincerely,
Ford Motor Company
Customer Relationship Center

From: Ford Motor Company <crfmc@customersupportctr.com>
To: [REDACTED]
Date: 6/28/2004 3:01:17 PM
Subject: Ford Motor Company

Dear [REDACTED]

Thank you for your message of 06/28/04 regarding your 2000 Ford Expedition. We appreciate the time you have taken to write us regarding your vehicle concern.

We regret the circumstances that have prompted you to contact us. Please accept our apology for any frustration or inconvenience you may have experienced as a result of this situation.

As previously communicated to you on 06/25/04, our records indicate that you contacted the Customer Relationship Center (CRC) via phone and our Customer Service Representative provided an answer to your inquiry.

Since you have indicated that you are dissatisfied with our response to you, we have performed another search of the resources available to us to respond to your inquiry. Regrettably, we are not able to provide you with an alternate response. We have however documented your comments for future reference. If any additional information regarding this matter should become available in the future, please let us know.

Our quest for excellence in customer service is an ongoing and evolutionary process. Your feedback will help us reach the next level.

At Ford Motor Company, we consider the satisfaction of our customers as one of our most important objectives. If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them.

Thank you for contacting Ford Motor Company.

Sincerely,
Cherr
Ford Motor Company
Customer Relationship Center

Original Message Follows:

Cherr
Ford Motor Company
Customer Relationship Center
Dear Cherr:

Your e-mail is not 100% accurate. I initially made contact with Ford Motor Company via e-mail on June 7 or 8, 2004. I received an e-mail response from Ford Motor Company on June 9, 2004 acknowledging receipt of my e-mail and indicating that Ford Motor Company would be addressing my inquiry and contacting me within three business days. Three business days would have been around June 14, 2004. As of June 14th, repairs to my vehicle had not begun or was in the very early stages of being repaired; however, I had no response to my e-mail from Ford Motor Company.

As of June 25th, I still did not have a response to the initial e-mail that I sent on June 7th or 8th (to which Ford Motor Company responded to on June 9th indicating that they would respond within 3 business days). Since I had not heard back from Ford Motor Company, I called Ford Motor Company's customer service number on June 25th to inquire as to when I would receive a response. Someone took my name and number and informed me that someone would follow up with me.

When I finally spoke with someone from Ford Motor Company on June 25th, I was given a generic answer regarding why my airbags did not deploy when my Ford vehicle was involved in a front end collision going 60 mph. The generic answer was that I would need to check the airbag sensor at my expense to determine why they did not deploy. I informed the representative from Ford Motor Company that this would not have been an issue had I known to do this several days ago when the vehicle was dismantled for repairs. The only response that I received back from the representative was that I would need to check the airbag sensors at my expense.

I informed the representative that I was not satisfied with the amount of time that it took Ford Motor Company to respond to my initial e-mail * to which I had to follow up on because Ford Motor Company did not response back as they said they would on June 9, 2004 nor was I please with the response. I also informed her that I would final a formal complaint with the appropriate Federal agency.

Thank you.

[REDACTED]
Birmingham, AL [REDACTED]
[REDACTED]

>>> Ford Motor Company <crfmc@customersupportctr.com> 6/26/2004 10:51:58 AM >>>

Dear [REDACTED]

Thank you for your message of 06/25/04 regarding your 2000 Ford Expedition. We appreciate the time you have taken to write us regarding your vehicle concern.

We regret the circumstances that have prompted you to contact us. Please accept our apology for any frustration or inconvenience you may have experienced as a result of this situation.

The circumstances that you have outlined in your original e-mail have been given careful consideration.

Our records indicate that on 06/25/04, you contacted the Customer Relationship Center (CRC) via phone and our Customer Service Representative provided an answer to your inquiry.

We appreciate the fact that you are a loyal Ford customer and we apologize that we are not able to give you a satisfactory answer. We thank you for the opportunity to address this concern however at this time, no changes will be made on the decision. We appreciate your feedback and hope that you will continue to be a loyal Ford customer. We are relieved to hear that you were not injured. We strive on building quality vehicles for all of our customers. We appreciate the time you have taken to give us the details of this incident. This information is used by our Engineering Team to strengthen our safety record.

At Ford Motor Company, we consider the satisfaction of our customers as one of our most important objectives. If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them.

Thank you for contacting Ford Motor Company.

Sincerely,

Cherr

Ford Motor Company

Customer Relationship Center

~~~~~  
Find the answers to many of your Ford vehicle-related questions at My Ford - Ford's official owner website.

Online owner guides, the latest incentives, recalls, Ford Credit access and more -- all at your fingertips. My Ford is a free, personalized resource available to you 24-7, whenever you need information. Just visit [www.myford.fordvehicles.com](http://www.myford.fordvehicles.com) to sign up now.

Original Message Follows:

Tracking ID: [REDACTED]

Case ID: [REDACTED]

It has been greater than the 3 business days and I still have not received a response to my original e-mail. Please respond.

Thanks.

[REDACTED]  
Birmingham, AL [REDACTED]  
[REDACTED]

>>> Ford Motor Company <[crfmc@customersupportctr.com](mailto:crfmc@customersupportctr.com)> 6/9/2004 1:03:55 AM >>>

Thank you for contacting Ford Motor Company.

We appreciate the time you have taken to write us, and we acknowledge receipt of your e-mail. We are currently addressing your inquiry and will be contacting you within three business days. For any future correspondence regarding this issue, please reference this information in your message:

Tracking ID: KMM2938413C0KM

Case ID: 1033931

Sincerely,

Ford Motor Company

Customer Relationship Center

**From:** Ford Motor Company <crfmc@customersupportctr.com>  
**To:** [REDACTED]  
**Date:** 6/30/2004 4:52:42 PM  
**Subject:** Ford Motor Company

Dear [REDACTED],

Thank you for your message of 06/30/04 regarding your 2000 Ford Expedition. We appreciate the time you have taken to write us regarding your vehicle concern.

As previously communicated to you on 06/28/04, we feel that every consideration has been given to this matter and was appropriately addressed in our prior response.

We thank you for taking the time to let us know about your frustration with the situation surrounding your vehicle concern. Feedback such as yours allows us to examine our practices and policies to ensure that we meet or exceed the expectations of our customers. We regret that we have not done so on this occasion. Your concerns have been documented for future reference.

At this time, our decision will not change. If any additional information regarding this matter should become available in the future, please let us know. This will be our last written communication to you on this concern.

We encourage and welcome you to communicate with us again via e-mail should you have a different issue or inquiry.

At Ford Motor Company, we consider the satisfaction of our customers as one of our most important objectives. If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them.

Thank you for contacting Ford Motor Company.

Sincerely,  
Cherr  
Ford Motor Company  
Customer Relationship Center

Original Message Follows:

Cherr  
Ford Motor Company  
Customer Relationship Center  
Dear Cherr,

Once again your e-mail is incorrect. Again, I first made contact with Ford Motor Company on June 7th or 8th via e-mail (not on June 25th via telephone) and I received an e-mail from Ford Motor Company Customer Relationship Center on June 9th which I have attached to the end of this e-mail which includes a Tracking ID and a Case ID number \*- Tracking ID: [REDACTED] Case ID: [REDACTED]

My first and foremost issue is the air bags did not deploy during a front end crash going 50 mph. My second issue is the length of time it

took Ford Motor Company to respond to my initial e-mail. Again, my car was dismantled for repairs during the first 2 weeks of June and it could have been simple for me to have them check the air bag sensors at that time. Now, because Ford Motor Company could not respond in a timely manner, Ford Motor Company is asking me to go to more expense to check the air bag sensor.

Does the air bags not come with some type of warranty?

Thank you for your response.

[REDACTED]  
Birmingham, AL

[REDACTED]  
Birmingham, AL

>>> Ford Motor Company <crfmc@customersupportctr.com> 8/29/2004 3:00:55 PM >>>

Dear [REDACTED],

Thank you for your message of 06/28/04 regarding your 2000 Ford Expedition. We appreciate the time you have taken to write us regarding your vehicle concern.

We regret the circumstances that have prompted you to contact us.

Please accept our apology for any frustration or inconvenience you may have experienced as a result of this situation.

As previously communicated to you on 06/25/04, our records indicate that you contacted the Customer Relationship Center (CRC) via phone and our Customer Service Representative provided an answer to your inquiry. Since you have indicated that you are dissatisfied with our response to you, we have performed another search of the resources available to us to respond to your inquiry. Regrettably, we are not able to provide you with an alternate response. We have however documented your comments for future reference. If any additional information regarding this matter should become available in the future, please let us know.

Our quest for excellence in customer service is an ongoing and evolutionary process. Your feedback will help us reach the next level.

At Ford Motor Company, we consider the satisfaction of our customers as one of our most important objectives. If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them.

Thank you for contacting Ford Motor Company.

Sincerely,

Cher

Ford Motor Company  
Customer Relationship Center

>>> Ford Motor Company <crfmc@customersupportctr.com> 8/9/2004 1:03:55 AM >>>

Thank you for contacting Ford Motor Company.

We appreciate the time you have taken to write us, and we acknowledge receipt of your e-mail. We are currently addressing your inquiry and will be contacting you within three business days. For any future correspondence regarding this issue, please reference this information in your message:

Tracking ID: [REDACTED]

Case ID: [REDACTED]

Sincerely,

Ford Motor Company

Customer Relationship Center>>> Ford Motor Company

<crcfmc@customersupportctr.com> 6/29/2004 3:00:55 PM >>>

Dear [REDACTED]

Thank you for your message of 06/28/04 regarding your 2000 Ford Expedition. We appreciate the time you have taken to write us regarding your vehicle concern.

We regret the circumstances that have prompted you to contact us. Please accept our apology for any frustration or inconvenience you may have experienced as a result of this situation.

As previously communicated to you on 06/25/04, our records indicate that you contacted the Customer Relationship Center (CRC) via phone and our Customer Service Representative provided an answer to your inquiry. Since you have indicated that you are dissatisfied with our response to you, we have performed another search of the resources available to us to respond to your inquiry. Regrettably, we are not able to provide you with an alternate response. We have however documented your comments for future reference. If any additional information regarding this matter should become available in the future, please let us know.

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Thank you for contacting Ford Motor Company.

Sincerely,

Cherr

Ford Motor Company

Customer Relationship Center

Original Message Follows:

Cherr

Ford Motor Company

Customer Relationship Center

Dear Cherr:

Your e-mail is not 100% accurate. I initially made contact with Ford Motor Company via e-mail on June 7 or 8, 2004. I received an e-mail response from Ford Motor Company on June 9, 2004 acknowledging receipt of my e-mail and indicating that Ford Motor Company would be addressing my inquiry and contacting me within three business days. Three business days would have been around June 14, 2004. As of June 14th, repairs to my vehicle had not begun or was in the very early stages of being repaired; however, I had no response to my e-mail from Ford Motor Company.

As of June 25th, I still did not have a response to the initial e-mail that I sent on June 7th or 8th (to which Ford Motor Company responded to on June 9th indicating that they would respond within 3 business days).

Since i had not heard back from Ford Motor Company, I called Ford Motor Company's customer service number on June 25th to inquire as to when I would receive a response. Someone took my name and number and informed me that someone would follow up with me.

When I finally spoke with someone from Ford Motor Company on June 25th, I was given a generic answer regarding why my airbags did not deploy when my Ford vehicle was involved in a front end collision going 50 mph. The generic answer was that I would need to check the airbag sensor at my expense to determine why they did not deploy. I informed the representative from Ford Motor Company that this would not have been an issue had I known to do this several days ago when the vehicle was dismantled for repairs. The only response that I received back from the representative was that I would need to check the airbag sensors at my expense.

I informed the representative that I was not satisfied with the amount of time that it took Ford Motor Company to respond to my initial e-mail \* to which I had to follow up on because Ford Motor Company did not response back as they said they would on June 9, 2004 nor was I please with the response. I also informed her that I would final a formal complaint with the appropriate Federal agency.

Thank you.

[REDACTED]  
Birmingham, AL  
[REDACTED]

>>> Ford Motor Company <crcfmc@customersupportctr.com> 6/26/2004 10:51:58 AM >>>

Dear [REDACTED]

Thank you for your message of 06/26/04 regarding your 2000 Ford Expedition. We appreciate the time you have taken to write us regarding your vehicle concern.

We regret the circumstances that have prompted you to contact us. Please accept our apology for any frustration or inconvenience you may have experienced as a result of this situation.

The circumstances that you have outlined in your original e-mail have been given careful consideration.

Our records indicate that on 06/25/04, you contacted the Customer Relationship Center (CRC) via phone and our Customer Service Representative provided an answer to your inquiry.

We appreciate the fact that you are a loyal Ford customer and we apologize that we are not able to give you a satisfactory answer. We thank you for the opportunity to address this concern however at this time, no changes will be made on the decision. We appreciate your feedback and hope that you will continue to be a loyal Ford customer. We are relieved to hear that you were not injured. We strive on building quality vehicles for all of our customers. We appreciate the time you have taken to give us the details of this incident. This information is used by our Engineering Team to strengthen our safety record.

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address them.

Thank you for contacting Ford Motor Company.

Sincerely,

Cherr

Ford Motor Company

Customer Relationship Center

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Original Message Follows:

Tracking ID: [REDACTED]

Case ID: [REDACTED]

It has been greater than the 3 business days and I still have not received a response to my original e-mail. Please respond.

Thanks.

[REDACTED]  
<<<< Message body truncated by the Kana system. >>>>

