



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-DOY

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100218

Date Received

Repository ☐

2:45 AUG-2004

Reference No.
10090049

OWNER INFORMATION (Type or Print)

Name

Address

City OCEANSIDE

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number
760-750-8703

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 print the name or address to the vehicle manufacturer.

Signature of Owner Date 9/13/04

VEHICLE INFORMATION

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

1FMPU16L93L

Make

FORD

Model

EXPEDITION

Model Year

2003

Date Purchased

OCT 2002

Dealer's Name and Telephone Number

CLAREMONT FORD 909-625-8900

Engine:

No: Cylinders 8

Fuel Type:

W/L

Original Owner

☒

Dealer's City

CLAREMONT, CA

State

CA

Zip Code

91711

Transmission Type

AUTOMATIC

☒ Anti-lock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

034520 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

05-JUN-2004

Failure Mileage

Failure Speed

SEE BELOW

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTM18ABC038)

☐ 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

0

Number of Deaths

0

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).

VEHICLE WAS TAKEN TO THE DEALER FOR A ROUTINE INSPECTION, AND MECHANIC DETERMINED THAT THE BRAKE PADS AND ROTORS NEEDED TO BE REPLACED DUE WORN OUT PARTS. *AK

ONE SET OF BRAKE PADS REDUCES BRAKE ROTOR THICKNESS BELOW MINIMUM SAFE THICKNESS FOR NEW PADS. BRAKE ROTORS MUST BE REPLACED TO AVOID FAILURE. DEFECT CAUSED COMPLETE REDESIGN OF BRAKE SYSTEM FOR FOLLOWING YEAR. AVERAGE BREAK PAD LIFE 12,000 TO 18,000 MI - IF NON-FORD PADS USED ROTOR FAILURE CAN OCCUR IN AS LITTLE AS 3,000 MILES. (CONT)

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)

FORD AND ITS DEALERS KEPT INFO ON DEFECT SECRET FROM
BUYER'S WHILE PROMOTING BRAKING SYSTEM AS MOST
ADVANCED & SAFEST ON THE MARKET. IF A NON-FORD
SERVICE REPLACES BRAKE PADS w/o KNOWLEDGE OF HIGHLY ERRODABLE
ROTORS FAILURE COULD OCCUR AT ANY TIME

ALL PARTS SAVED

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 75173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES


**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

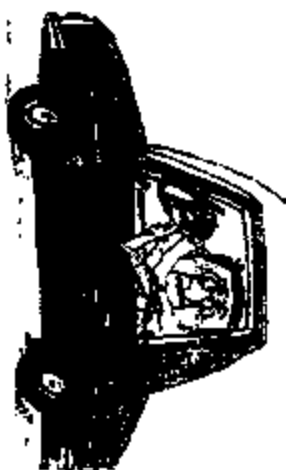
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.dot.gov/hotline

COPY

Ken Grody Automotive Group
5555 Paseo Del Norte
Carlsbad, CA 92008
Att: Owner / General Manger

July 23, 2004

Subject: Defective Design of braking system on 2003 Ford Expedition.

Dear Sir,

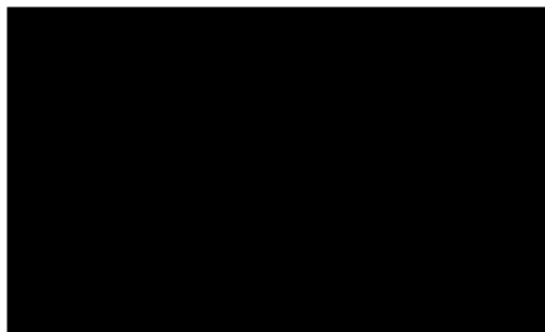
After dropping off my 2003 Expedition for it's 40,000 service, I was contacted by my service advisor and told that my brake pads need replacement, which was immediately authorized. I was then advised that not only would my pads need replacement, but also my brake rotors, and that it would be necessary to replace rotors with all normal brake pad replacements, and that normal wear on brake pads on this vehicle was approximately 18 to 20 thousand miles. If one set of brake pads reduces the rotors to an unsafe condition, the design of the rotors is defective.

This condition is far below the minimum standards for the industry. Ford and all it's dealers should notify all existing owner and future buyer of this adverse condition in writing as soon as possible. Failure to notify existing owners of this adverse, unsafe, and unusual condition constitutes a hazard. This hazard is especially significant to owners that choose to change their own brake pads, and do not know that the rotors are then too thin for safety. This condition exposes those drivers, their passengers and the general public to a dangerous hazard.

For Ford to advise that this is the way it was designed and that the condition is normal is absurd. This conduct is causing financial damages to me each time I have to replace these defective parts, and this is a demand for payment of damages for all such present and future abnormal charges.

Oceanside, CA

COPY



Ford Motor Company
16800 Executive Plaza Drive
Deerborne, Michigan 48121
Att: Legal Division

Ken Grody Automotive Group
5555 Paseo Del Norte
Carlsbad, CA 92008
Att: General Manager / Jim Wollenson

July 29, 2004

Subject: Fraud and Violation of California B&P Code 17200 regarding the Defective Design, Marketing, and sale of braking systems on 2003 Ford Expedition.

Dear Sir,

This letter is being written as per my telephone conversation yesterday, with General Manager Jim Wollenson, regarding the above defective Ford Expedition 2003 brake system. I was very disturbed to hear that Ford Motor Company and its dealers have known about this problem since the early times of the release of these vehicles, and that rotor failures have occurred. I also find it disturbing that your company and Ford has no plans to do anything to take care of the defect, or to advise Ford customers of a serious safety defect that could result in serious injury or death. I would have thought that the Ford Explorer and Firestone Tire fiasco and the associated deaths and injuries would have taught Ford not to hide and cover up defects in safety related equipment. However, that does not seem to be the case.

My first notification to your company was hand delivered to Mike McGinnis and Darin Terrones at Ken Grody Ford on 7-23-04 after I was advised of the brake defect and the additional cost for rotor replacement necessary to put my vehicle back in a temporary safe driving condition. A copy of that notification is attached to this letter.

Ford Motor Company, Ken Grody Automotive Group, and their sales staff marketed me in written and verbal communications about the newest, latest, most technologically advanced and safest braking system ever designed for motor vehicles, along with other new innovations in the 2003 Ford Expedition.

Nothing was ever said by any Ford representative about a known defect in that braking system before, during or after the purchase of the vehicle. The only time it is mentioned, in passing, is when the brake pads wear down and the rotors and all associate parts must be replaced to maintain a safe driving vehicle. So now I find myself in the position of asking what else has been withheld that could adversely affect the safety of my family, myself, and other drivers on the road.

The mere fact that Ford redesigned the braking system for the 2004 vehicles speaks volumes of an early knowledge of the safety defect, not to mention Ford Company and the dealers four to five fold increase in the sale of brake rotors, labor, and associated customer complaints.

Ford Motor Company and their dealer network, including Ken Grody Automotive Group, and their sales staff have participated in misleading, misrepresenting, and falsely advertising the sale of 2003 Ford Expeditions and other models in violation of the California State Business and Professions Code Section 17200. These violations have caused and will continue to cause financial damage to me now and into the future. I will also have to give a disclosure for any private party sale of the vehicle. This diminishes the value of the vehicle further than normal.

You have several choices to correct this defect:

1. A written agreement to refund monies already paid to repair this defect, and to cover all future cost of abnormal parts replacements for as long as the vehicle is registered and driven in the United States, or until Ford Motor Company is forced to recall and repair all such defects.
2. Replace the vehicle with a 2004 comparable version Expedition FX4 that does not have the brake safety or other know defects.
3. Legal action.

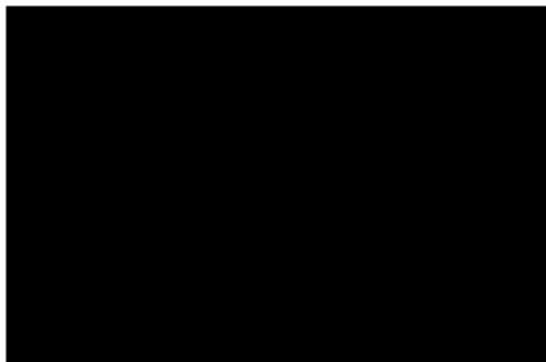
I will wait a reasonable period of time, no more than 30 day, for these issues to be resolved. I will then take all legal and public notification actions necessary to protect my family and others driving the public roadways.

Respectfully Submitted,

[REDACTED]
[REDACTED]
Oceanside, CA
[REDACTED]

cc: file, Law Office of Hugo Anderson

COPY



Claremont Ford
625 Claremont Center Drive
Claremont, CA 91711
Att: General Manager / Ahmad Nasri

August 26, 2004

Subject: Fraud and Violation of California B&P Code 17200 regarding the Marketing, and sale of 2003 Ford Expedition with a defective & unsafe brake system.

Dear Sir,

This letter is being written as per my telephone conversation with you on this date, regarding the above defective brake system on the Ford Expedition 2003 purchased from your company. I was very disturbed to hear that Ford Motor Company and its dealers have known about this problem since the early times of the release of these vehicles, and that rotor failures have occurred. I also find it disturbing that your company has no plans to do anything to take care of the defect, or to advise your customers of a serious safety defect that could result in serious injury or death.

My first notification to your company was via telephone to you on 8-4-04, when you advised you would investigate and call me back. No call has been received as of this date, and our conversation made it clear that you did not even remember me.

Ford Motor Company, Claremont Ford, and their sales staff marketed me in written and verbal communications about the newest, latest, most technologically advanced and safest braking system ever designed for motor vehicles, along with other new innovations in the 2003 Ford Expedition. Nothing was ever said by any Claremont Ford representative about a known defect in that braking system before, during or after the purchase of the vehicle. The only time it is mentioned, in passing, is when the brake pads wear down and the rotors and all associated parts must be replaced to maintain a safe driving vehicle. So now I find myself in the position of asking what else has been withheld that could adversely affect the safety of my family, myself, and other drivers on the road.



QualityCare

Auto Service



Multi-Point Inspection Report Card As Recommended by Ford Motor Company

Customer Name: _____

Year/Model: 83 EXPDate: 7-2-89

RO/ Tag: _____

Mileage: _____

CHECKED AND OKAY AT THIS TIME

MAY REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

Check Fluid Levels (CFL)

OK	FL	OK	FL
☒	☐	☒	☐
Window Washer		Power Steering	
☒	☐	☒	☐
Transmission		Coolant Recovery Reservoir	
☒	☐	☒	☐
Brake Reservoir			

Check Electrical Systems (CES)

☒	☐	Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps
☒	☐	Windshield washer spray, wiper operation and wiper blades
☒	☐	Windshield for cracks, chips and pitting
☒	☐	Radiator, heater, and air-conditioning hoses for leaks and damage
☒	☐	Engine air cleaner filter
☒	☐	Oil and/or fluid leaks
☒	☐	Constant velocity (CV) drive axle boots (if equipped)
☒	☐	Exhaust system (leaks, damage, loose parts)
☒	☐	Steering and steering linkages
☒	☐	Shocks/struts and other suspension components for leaks and/or damage
☒	☐	Brake system (including lines, hoses, and parking brake) and wheel end for end-play and bearing noise
☒	☐	Engine Cooling system, hoses and clamps
☒	☐	Accessory drive belt(s)
☒	☐	Clutch operation (if equipped)

Comments: Vehicle needs front brakes

Check Battery

☒	Good	Factory Spec Cold Cranking Amps <u>650</u>	☒	Good
☐	Recharge		☐	Bad
☐	Bad	Actual Cold Cranking Amps	☐	Battery Terminals (Clean if necessary)

Check Brakes

Over 3mm or 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"

3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"

Less than 3mm or 3/32" (Disc) or 1mm or 2/32" or less (Drum)

Brake Measurements Not Taken This Service Visit ☐

Comments: _____

Check Tires

LF	TREAD DEPTH	RF
☒	7/32 or Greater	☒
☐	4/32 to 6/32	☐
☐	3/32 or less	☐
☒	7/32 or Greater	☒
☐	4/32 to 6/32	☐
☐	3/32 or less	☐
LR		RR

☒	LF	RF
☐	LR	RR

BEAR PATTERN / DAMAGE

☐ Alignment Check Needed ☐ Wheel Balance Needed

Comments: _____

Tire Pressure Set to _____ PSI FRONT 35 REAR 35

Service Advisor: _____

Technician: 114

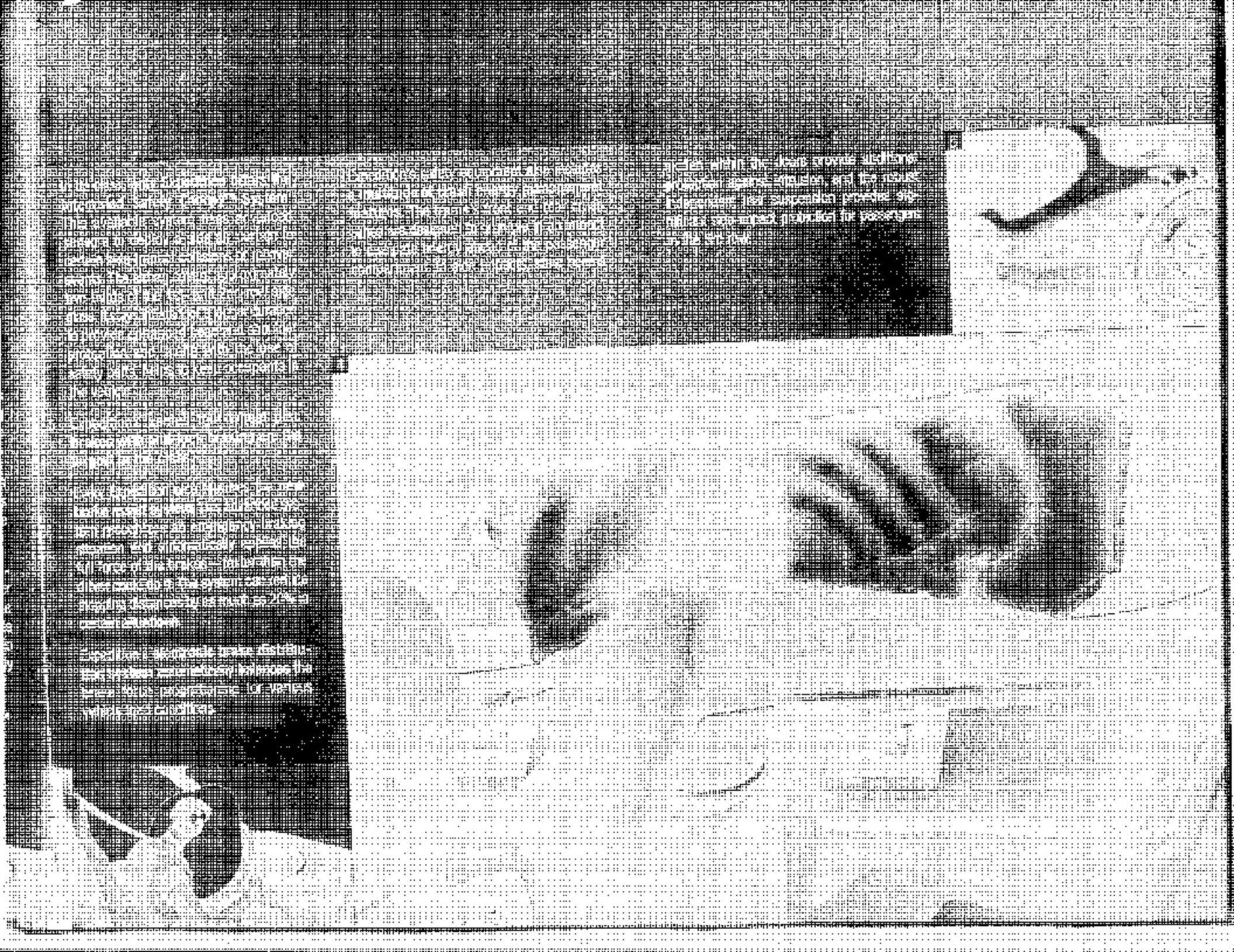
Customer Signature: _____



NO BOUNDARIES
FORD OFFROAD

ALL NEW EXPEDITION





**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**