



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 241

Date Received

2004 DEC 16
26 NOV 2004

Repository ☐

Reference No.
10101677

OWNER INFORMATION (Type or Print)

Name

Address

City NEWPORT NEWS

State VA

Zip Code

Daytime Telephone Number

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 answer, NHTSA will NOT include your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 12/6/04

VEHICLE INFORMATION

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

1FMRU15W631

Make

FORD

Model

EXPEDITION

Model Year

2003

Date Purchased
06-MAY-03

Dealer's Name and Telephone Number

BANDONER FORD (757) 595-2211

Engine:

No. Cylinders 8

Fuel Type:

Gas

Original Owner ☒

Dealer's City

NEWPORT NEWS

State

VA

Zip Code

23606

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

034530 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
06-MAY-2003

Failure Mileage
200

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: DOTM16ABC036)

☐ 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).

FRONT ROTORS WORE OUT PREMATURELY WITH LESS THEN 25,000 MILES ON THE VEHICLE. FRONT ROTORS WERE REPLACED THREE TIMES BY THE DEALER. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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)

PLEASE REFER TO ATTACHED LETTER PROVIDED TO FORD MOTOR COMPANY
AND THEIR DISPUTE SETTLEMENT BOARD. CURRENTLY COMPLAINT IS BEING
PROCESSED FOR REVIEW BY THAT BOARD WITHIN 30 DAYS. FORD HAS
ALSO OFFERED TO HAVE ANOTHER FORD SERVICE CENTER INVESTIGATE
MY CAR'S PROBLEM. I PLAN TO ACCEPT THIS OFFER.
I HAVE ALSO PRESENTED A LEMON LAW CLAIM TO FORD VIA THE
VIRGINIA DEPT OF CONSUMER AFFAIRS.

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 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

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**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

1-800-4-A-CAR (1-800-426-2275)

1-800-426-2275

DOT Auto Safety Hotline
(202) 366-7000



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



J. Carlton Courter, III
Commissioner

COMMONWEALTH of VIRGINIA

Department of Agriculture and Consumer Services

Division of Consumer Protection
Office of Consumer Affairs

November 3, 2004

Newport News, VA

Dear

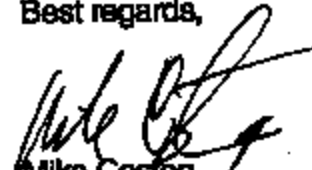
vs. Ford Motor Company VIN 1FMRU15W63LB80436

This letter confirms that the Office of Consumer Affairs has received your complaint against the above captioned business and assigned it to me.

I have written to the business requesting that they inquire into the matter and keep both you and me informed of their findings and any actions taken to resolve the matter. I requested that the business respond to me within fifteen business days from the day that they got my letter.

You can help me monitor this case. After thirty days, mail the receipt portion on the bottom of this page back to me. If you have any questions concerning this inquiry, please write or call me at 804-371-0391. My FAX number is 804-786-5112.

Best regards,


Mike Coston
Investigator

X

X



DISPUTE SETTLEMENT BOARD APPLICATION

(Please supply all requested information)

Please print (in black ink) or type.

Case No. _____ (Internal Use Only)

Owner Lessee Name ☒ Mr. ☐ Mrs. ☐ Ms. _____

Address _____

City NEWPORT NEWS State VA Zip _____ Vehicle I.D. No. 1FMRU15N63L

Home Phone _____ Business Phone _____ Ext. _____

Vehicle Year 2003 Make FORD Model EXPEDITION XLT Acquired: New ☒ * Used ☐ Leased ☐

Vehicle Use: ☒ Personal ☐ Commercial * Mileage at time of used vehicle purchase _____

Date Purchased/Leased 10 MAY 2003 Current Mileage 23,723

How did you hear about the Dispute Settlement Board process? ☐ Dealer ☐ Factory Representative ☒ VA DEPT OF AGRICULTURE & CONSUMER SERVICES

☐ Ford HQ ☐ State or Federal agency ☐ Other (specify) _____

Selling Dealer CANDITION FORD City NEWPORT NEWS, VA.

Servicing Dealer(s) CANDITION FORD City NEWPORT NEWS, VA.

1. Briefly describe your unresolved service concern(s) below: (Attach legible copies of applicable repair orders and/or other supporting documents. Keep the originals for your records.)

PLEASE SEE ATTACHED LETTER AND REPAIR HISTORY.
IN MY MANY VISITS TO THE SERVICE DEPT AND MULTIPLE CALLS TO THE FORD CUSTOMER ASSISTANCE CENTER, NO ONE EVER MENTIONED THIS DISPUTE SETTLEMENT BOARD.

2. How many times has the vehicle been in for the same warranty repair? FOUR TIMES

First repair attempt: Date 7 MAY 03 Mileage 299

Last repair attempt: Date 21 OCT 04 Mileage 22,625

3. How many business days has the vehicle been out of service for warranty repairs? 21

4. Have you recently contacted your dealer about this concern? Yes ☒ No ☐ Individual's name LARRY O'BRYAN

5. Does the stated warranty concern now exist? Yes ☐ No ☒ However, ROARS ARE ONLY 2 WKS OLD AND VIBRATION AT HIGHWAY SPEEDS STILL EXISTS.

6. Would you like to make an oral presentation to the Board? Yes ☐ No ☒

If yes, would you like to make it in person _____ or by teleconference _____

7. Describe what you want done to resolve your concern:

FORD TO PAY OFF MY LOAN AND TAKE POSSESSION OF MY VEHICLE.

DISPUTE SETTLEMENT BOARD - a voluntary, free, independent dispute settlement program -

Signature _____ Date 3 NOV 04

Mail this completed form, and any supporting documents to:

Dispute Settlement Board

P.O. Box 5120

Southfield, MI 48086-5120

Dispute Settlement Board
P.O. Box 1424
Waukeesa, WI 53187-1424
(800) 688-2429



Case Number: 794761893
Subject: 2003 Ford Expedition
VIN: 1FMRU15W63L

November 24, 2004

Newport News, VA 2

Dear

This letter is to acknowledge the receipt of your DSB application and to provide you with your DSB case number: 794761893

Upon initial review of your application we find that the following concern(s) will be presented to the Board.

CONCERNS:

Rotor Warpage

Vibration/Pulsating in Brake Pedal

Steering Wheel

Vibration/Hum over 60 MPH

Concerns in your application that are not listed above may not be within the Board's jurisdiction. Please refer to the Dispute Settlement Board brochure for the rules and guidelines.

We have begun collecting information from your servicing dealership(s) and Ford Motor Company. You will receive a copy of this information prior to the Board meeting, which will occur within approximately 40 days of this letter date.

Please note, you may be contacted by your dealership and/or a Ford Motor Company Representative in an effort to resolve your case before it is heard by the Board. Following your case review, you may be asked to provide documents from your lending institution (if any) such as a sales contract, payment history, and payoff amounts to immediately expedite the final processing of an accepted award.

Questions regarding the status of your case can be directed to Tricia Ortlieb and Shari Lisak at (800) 688-2429 between the hours of 8:00 a.m. and 5:00 p.m. Central time, Monday through Friday.

Sincerely,

DSB Administration

With reference to the attached history of repair work performed on my 2003 Ford Expedition XLT, it can be easily noted that I have had a significant amount of material and performance discrepancies. I will give credit to Bowditch Ford's Service Center for their success in repairing the majority of the problems in a timely, friendly and professional manner.

From the day of purchase, my vehicle has been in for repairs seven times, totaling 17 days in the last 17 months. Of these seven repair visits, four were due to warpage of the front brake rotors which caused vibration and pulsating in the brake pedal and steering wheel. The first day I drove it home it had warped rotors. I returned it the next day to have my "new" rotors machined smooth. This lasted almost two months until the problem returned and I returned the vehicle a second time in which they were not machined but replaced entirely with new rotors. I have no evidence of the actual replacement, as it was not documented on my work orders however, Larry O'Bryan of Bowditch Ford did verbally confirm that the rotors were replaced, not machined. The new rotors lasted almost 14 months until they, again, required machining. I returned the vehicle again four months later (this Oct) for the same problem and for the fourth time in 17 months of ownership and just over 23,000 miles. The service center ended up replacing the rotors with the second new set. To date, my Expedition has had its rotors machined and replaced twice since May 2003. I have discussed my concern of premature rotor warpage each time to the Bowditch Ford Service Center. Specifically, the Red Team supervisor and the Service Manager. They informed me that all they were allowed to do by Ford Motor Company rule was to machine the rotors, nothing else, no troubleshooting. In one conversation with the service manager, I said "there is a problem causing my rotors to prematurely warp and that I've never heard of any SUV owner having to have their rotors machined every few months." He countered with "this is normal with SUVs". I also contacted the Ford Customer Relationship Center, twice, to voice my dissatisfaction with my vehicle. They asked me if I had taken it back to the dealership and if so what their finding was. After I told Ford that the dealership said this is "normal for SUVs", they said there's nothing else they could do because if the service manager said it was normal then it must be normal.

I also have a low frequency vibration and hum in the vehicle at speeds above 60 mph that the service department has not been able to repair in two repair visits.

The Virginia Lemon Law states "if you have taken your vehicle in for the same problem for three or more times, within 18 months from the date of purchase, you may submit a claim". Therefore, since I have a vehicle that has a manufacturing defect causing my rotors to prematurely warp and a continual vibration in the vehicle at highway speeds and that Bowditch Ford's Service Center and Ford Motor Company cannot permanently resolve these defects that I submit this Lemon Law claim.

I request this one resolution; that either Bowditch Ford of Newport News or Ford Motor Company pay off the remainder of my auto loan and retake possession of the vehicle thereby discontinuing my ownership and removing my financial obligation to the vehicle or to Ford Motor.

For consideration, I have attached two repair summary sheets which provide insight to the repairs required of my vehicle since day of purchase as well as the official repair history from Bowditch Ford's database.

Sincerely,

Problem	date opened	date ready	repair
excessive Brake dust on front wheels	12-Feb-04	16-Feb-04	installed updated brake pads and <u>machined rotors</u> (9 months, 10 days after purchase)
front end/steering wheel vibration while braking at highway speeds	15-Oct-04	21-Oct-04	<u>replaced front rotors and inspected pads/shoes. (17 months 15 days after purchase</u>
	26-Jun-04	28-Jun-04	<u>machined front rotors and inspected pads/shoes. (13 months, 22 days after purchase)</u>
	23-Jun-03	24-Jun-03	<u>replaced front rotors and inspected pads/shoes. (43 days after purchase)</u>
	7-May-03	7-May-03	<u>machined front rotors and inspected pads/shoes. (1 day after purchase)</u>
Passenger door speaker cutting out	20-Aug-03	21-Aug-03	replaced radio
	12-May-04	13-May-04	Replaced radio speaker
Low vibration in front end during highway speeds	12-May-04	13-May-04	Couldn't find problem. <u>Problem still remains</u>
	30-Aug-04	1-Sep-04	replaced hanger/bracketed, aligned exhaust system. <u>Problem still remains</u>
low vibration in front end while turning and exceleating from dead stop	30-Aug-04	1-Sep-04	blamed on dust covers. Covers removed. <u>Problem still remains</u>
headliner not fitting securely	12-May-04	13-May-04	reinstalled trim. <u>Problem still remains</u>

Problem	date opened	date ready	repair
squeaking noise in passenger rear seat area	20-Aug-03	21-Aug-03	removed and installed trim panel
			removed and installed liftgate inside trim panel
	12-Feb-04	16-Feb-04	nothing done
	12-May-04	13-May-04	installed adhesive foam blocks
			replaced rear door weather strip
			replaced rear door latch
			installed missing seat track washers
trailer connection cover doesn't fit properly	20-Aug-03	21-Aug-03	replaced part
all body side panels fading	15-Oct-04	211717-Oct-04	Dealership replaced after Ford issued TSB.
	26-Jun-04	28-Jun-04	Dealership did nothing. Says not covered by warranty. (13 months after purchase)
Rear passenger windows will not lower smoothly.	15-Oct-04	21-Oct-04	Windows lubricated. <u>Problem still remains</u>

RO No: 180547 Opened: 06MAY03 Closed: 12MAY03 Mileage: 198

Line Code: A Booker: 375 Comeback: N
Complaint: INSPEC1STATE INSPECTION NEW CAR STI NOS

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CS-RO..	DESCRIPTION.....				
217	786	INTC	INSPEC1		STATE INSPECTION NEW CAR STI NOS				
					PTG\$	0.00	LBR\$	15.00	MSC\$ 0.00

Line Code: B Booker: 375 Comeback: N

Complaint: DELWASHDELIVERY WASH ONLY

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CS-RO..	DESCRIPTION.....				
217	275	INTC	DELWASH		DELIVERY WASH ONLY				
					PTG\$	0.00	LBR\$	40.00	MSC\$ 0.00

*.... 14 of 14 - Dealer

RO No: 180651 Opened: 07MAY03 Closed: 07MAY03 Mileage: 200

Line Code: A Booker: 788 Comeback: N

Complaint: CHECK CONCERN OF BRAKES PULBATING WHEN BEING APPLIED

Cause: VERIFIED CUSTOMER CONCERN OF VIBRATION IN FRONT AND WHILE BRAKING ROAD.

SA...	TECH.	TYPE.	OPCODE.....	CS-RO..	DESCRIPTION.....				
788	731	M	2001B3PT		DISC BRAKE ROTOR FRONT				
					PTG\$	0.00	LBR\$	35.00	MSC\$ 0.00

Press B, S#, EST#, ?, or E to Exit:

RO No: 1B3976 Opened: 23JUN03 Closed: 25JUN03 Mileage: 2468
Line Code: A Backer: 798 Comeback: N

Complaint: ADVISE ON VIBRATION BEING FELT IN STEERING WHEEL WHEN APPLYING
Cause: VERIFIED CUSTOMER CONCERN OF VIBRATION WHILE APPLYING BRAKES 20-40MPH R
SA... TECH. TYPE. DPCODE..... CB-RO.. DESCRIPTION.....
798 731 W 2001B2PT DISC BRAKE ROTOR FRONT MACHINE ON VEHICLE - MACHINE (1102) - L
PTSS 0.00 LBS\$ 48.29 MSC\$ 0.00
BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC
G - INSPECT (2001/2007/2200) - L
PTSS 0.00 LBS\$ 48.29 MSC\$ 0.00

*--- 13 of 14 - Dealer -----
RD No: 180547 Opened: 06MAY03 Closed: 12MAY03 Mileage: 198

RO No: 100706 Opened: 12FEB04 Closed: 24FEB04 Mileage: 13089
Line Code: A Booker: 798 Comeback: N

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
798	3901	W	2001BCT		BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC C - INSPECT (2001/2007/2200) - L PT\$ 268.77 LBS 75.88 MSC\$ 0.00
798	3901	W	2001B2PT		DISC BRAKE ROTOR FRONT MACHINE ON VEHICLE LE - MACHINE (1102) - L PT\$ 0.00 LBS 48.29 MSC\$ 0.00
798	3901	W	2001B3PT		DISC BRAKE ROTOR REAR MACHINE ON VEHICLE E - MACHINE (20026/20027) - L PT\$ 0.00 LBS 41.39 MSC\$ 0.00
798	3901	W	2001B1CT		BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC C - REPLACE (2001/2007/2200) - L PT\$ 0.00 LBS 28.68 MSC\$ 0.00
798	3901	W	2001B1CT		BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC C - REPLACE (2001/2007/2200) - L PT\$ 0.00 LBS 20.68 MSC\$ 0.00

Line Code: B Booker: 798 Comeback: N
Complaint: CHECK SQUEAKING IN PASS REAR DOOR AREA ---CREAKING SOUND
Cause:

Press B, S, Return for next page, EST\$, 7, or E to Exit:

RO No: 208638 Opened: 26JUN04 Closed: 26JUN04 Mileage: 19828
 Line Code: A Booker: 798 Comeback: N
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 798 4881 W 2801B2PT DISC BRAKE ROTOR FRONT MACHINE ON VEHICLE
 LE - MACHINE {1102} - L
 PTS\$ 9.00 LBR\$ 49.35 MSC\$ 0.00

Line Code: B Booker: 798 Comeback: N
 Complaint: SEE FRED ABOUT LOWER TRIM ON DOOR
 Cause:
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 798 199 CC NMF NWP WILL DRESS SIDE MOULDINGS W/ COMMOD
 GRE TREATMENT
 PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

*--- 5 of 14 - Dealer ---
 RO No: 208030 Opened: 17MAY04 Closed: 17MAY04 Mileage: 16803
 Line Code: A Booker: 798 Comeback: N
 Complaint: INSPECTFREE STATE INSPECTION
 Cause:
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 798 881 CC INSPECTF FREE STATE INSPECTION
 PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 210117 Opened: 21JUL04 Closed: 21JUL04 Mileage: 20380
 885 471 CM QTIRE PT\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
 TIRES CHECKED AND OK
 885 471 CM QSK PT\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
 CHECKED BRAKES AND OK
 PT\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: C Booker: 885
 Complaint: F3C TIRE ROTATION
 Cause:

Comeback: N

SA...	TECH.	TYPE	OPCODE.....	CB-RO..	DESCRIPTION.....	PT\$	LBR\$	MSC\$	
885	471	CM	F3C		TIRE ROTATION				
						0.00	LBR\$	15.95	MSC\$ 0.00

*--- 4 of 14 - Dealer

RO No: 208836 Opened: 26JUN04 Closed: 28JUN04 Mileage: 18820

Line Code: A Booker: 798 Comeback: N

Complaint: ~~VIBRATION WHEN BRAKING - SEE HISTORY~~

Cause: ~~TEST DROVE TO VERIFY CONCERN OF VIBRATION BEING FR LT WHEN APPLYING BRAKES~~

SA...	TECH.	TYPE	OPCODE.....	CB-RO..	DESCRIPTION.....	PT\$	LBR\$	MSC\$	
798	4881	M	2001BFA		BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC				
					C - INSPECT (2001/2007/2200) - L				
						0.00	LBR\$	49.35	MSC\$ 0.00

Press B, S#, Return for next page, EST#, ?, or E to Exit:

--- 1 of 14 - Dealer -----

RO No: 215240 Opened: 15OCT04 Closed: 21OCT04 Mileage: 22626

Line Code: A Booker: 798 Comeback: N

Complaint: CHECK CONCERN OF BOTH REAR POWER WINDOWS BEING SLUGGISH ON THE

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....	PTS\$	LBR\$	MSC\$	
798	179	CC	NPF		NO PROBLEM FOUND				
						0.00	0.00	0.00	0.00

Line Code: B Booker: 798

Comeback: N

Complaint: CHECK CONCERN OF VIBRATION BEING FELT IN STEERING WHEEL WHEN E

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....	PTS\$	LBR\$	MSC\$	
798	179	H	2001BGT		BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC				
					C - INSPECT (2001/2007/2200) - L				
						203.82	88.00	0.00	0.00
798	179	H	2001BFT		DISC BRAKE ROTOR - REPLACE (1102/20026/2				
					20027) - L				
						0.00	32.00	0.00	0.00
798		H	9999		SUBLET REPAIRS				
						0.00	0.00	0.00	90.20

Line Code: C Booker: 203

Comeback: N

Press S#, Return for next page, EST#, ?, or E to Exit: