

 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 (1-888-327-4238) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
Date Received 17 JUL 10 30 23-FEB-2006		Repository ☐		Reference No. 10150889	
OWNER INFORMATION (Type or Print)					
Name _____		Daytime Telephone Number _____		E-mail Address _____	
Address _____		Evening Telephone Number _____			
City MARION	State WI	Zip Code _____			
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner: _____ Date: 3/6/06					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FMPU18L6V		Make FORD	Model EXPEDITION	Model Year 1998	
Date Purchased 01-DEC-97	Dealer's Name and Telephone Number SUEHS Motors Inc. 920.396.2561		Engine: No. Cylinders 8	Fuel Type: Gas	
Original Owner ☒	Dealer's City MARION		State WI	Zip Code 54944	
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain ALL WHEEL DRIVE		Vehicle Component Code 221800 SEATS:FRONT ASSEMBLY:POWER ADJUST (DRIVERS)	
Multiple Failure: 1					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s) APR 20 1998	Failure Mileage 37,900	Failure Speed STATIONARY	DRIVERS POWER ASSEMBLY XL 12.796177-CC		
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: DOTM123ABC035) _____		☐ 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 _____	
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)					
DT*: THE CONTACT STATED THE DRIVER'S SIDE POWER SEAT MECHANISM DOES NOT WORK PROPERLY, RESULTING IN DRIVER INABILITY TO VIEW THE ROAD. THE SEAT MOVES UP AND DOWN, BUT WILL NOT GO FORWARD OR BACKWARD. THE DEALERSHIP DETERMINED THE MECHANISM NEEDS TO BE REPLACED. Normal procedure, entered vehicle, started vehicle, tried to position seat forward, it stopped and would not move either way after that (forward or backward) Placed pillows in my back (uncomfortable) and drive that way since. Checked in at Wittenburg Ford Mercury Inc on 10-07-05 to check the power seat & also a tire. Examination verified failure of the drivers power seat mechanism. (Copy enclosed) Problems began with the 97 and have continued with the 98 Expedition. Recalls have continued throughout. Details attached in enclosed pages of letters, etc. Unit HAS NOT BEEN REPLACED YET! was informed it is a dangerous condition now. See reverse..					
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 responses, 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)

Both vehicles were purchased new, 97 replaced because of Dealers mistake, wrong rear axle. Cost me \$4,000.00 for his mistake. Recalls have continued for both years vehicles. More details on enclosed letters. Have much more information but is not really pertinent or essential to this problem.. Will provide anything you may desire if available. Am enclosing everything in a manila (large) envelope. Total pages including questionnaire (6 Pages) By the way my wife can no longer drive this vehicle because of the stationary seat track.

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 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-210
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**Think your vehicle
has a safety defect?**



Make sure you
have the correct
address for the
National Highway
Traffic Safety
Administration

1-800-368-4286
or write to:
National Highway
Traffic Safety
Administration
400 7th Street, SW
Washington, DC 20590

1-800-368-4286
or write to:
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Washington, DC 20590



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

97#
98#

1FMPUL81
1FMPUL81

US Department of Transportation
National Highway Traffic Safety Administration
Office Of Defects Investigation NHTSA-210
400 7th Street SW
Washington DC 20590

3-6-06

Sirs:

This concerns a 1997 Ford Expedition purchased and ordered new Nov 12, 1996 and a 1998 Ford Expedition purchased and ordered new Dec 1, 1997. The dealer ordered the wrong rear axle for the 97. He knew we wanted to pull a travel trailer with it and was supposed to order it with a 3.73 axle. After discovering many other defects we went thru the Dispute Settlement Board Oct 21 1997 at Wyndham Garden Hotel, [REDACTED] Brockfield #1 [REDACTED] Phone [REDACTED]

Case [REDACTED]

First of all I want to focus on the current subject (drivers power seat malfunctioning, a real safety hazard!) I will also supply background information on the other defects with further documentation if needed.

The 1998 Expedition was purchased to replace the 97 and cost me an additional \$4,000.00 for the dealers mistake. I knew immediately the 97 & 98 were both outright safety hazards, as I had stated at the DSB the drivers power seat mechanism could malfunction (electrically) at any time trapping the driver between the dash steering column & seat causing an accident. Now at 27,900 miles October 2005 the drivers seat did malfunction. Will not travel forward or back, does go up and down, and verified by several sources it is a safety problem. This occurred well within the warranted 36,000 miles, but after 3 years. I feel the warranty should still apply because the vehicle was used for trips with our travel trailer only. I feel it should have been recalled at the time as recalls are still occurring regarding both vehicles. Because we babied the vehicle the company now just states it is out of warranty. Even at the beginning at the DSB with all the problems presented to them, their decision was.. "It all meets specifications". No settlement whatsoever.

Some of the problems had already been taken care of, as there were outright failures and had to be replaced. A few months later after that meeting with DSB the Ford Co started making recalls dealing with the same problems I had presented to them. All after the fact. We have taken excellent care of the vehicle and consideration should be given, especially since a lot of miles were driven just to satisfy the recalls made and are still occurring. EXAMPLE.. Cruise Control Switch.. Removed in October 05 and replaced Jan 24th 2006.

I believe the Power Seat must be recalled. Check out total operation of same. Discover the potential safety hazard. Subject is the 97 & 98 Drivers power seat mechanism, which a Ford dealer first quoted a price of approx. \$400.00 to replace. He called later stating it would actually be around \$800.00. *WRITTEN BY G. FORD HEZRAY INC. #8888 715-253-2122*

A recent telephone conversation initiated by a Ford Motor Co employee in Michigan while talking, made false statements(was a used vehicle, was a leased vehicle, we are second owners) ALL UNTRUE! Finally said recalls can occur many years after the fact!! I asked for Bill Ford's telephone number(CEO) she ignored my request. I asked that she put her comments to me in a letter. She agreed but took from 25 Jan 06 till 17 Feb 06 for me to receive her letter., but did not mention any of the things she had stated on the phone, other than the warranty has expired. By the way she was the second one to call and then write as I requested. The first was a Colleen Rose Coventry of customer relationship center dated 3 Nov 05 I received 5 Nov 05 . It had absolutely no connection to the problem and facts whatsoever. Also the second callers name was Stacey Brown signed as of the executive offices. Her letter was well written but did not address anything also.,

Correspondence with Ford Motor Co was all sent by certified mail other than the last one directly mailed to Mr Bill Ford (CEO) sent by REGISTERED MAIL return receipt requested & indicated for his eyes only, to make sure he acknowledged it. From the response I believe he never saw the letter, which is a direct violation of Federal Postal regulations. I can confirm each and every piece of correspondence sent or received by me, including the entire DBS proceedings.

FOR YOUR REVIEW. (incidental to ~~XXXX~~ DBS Brookfield WI)
1st warranty repair. May 5th 1997 at 971 miles. Rt front drive axle leaked & replaced.
2nd warranty windshield washers failed on trip to Alaska, replaced then recalled MAR 99
3rd Drivers door window glass would not close .Same trip Corrected.
4. inside door locks locks us out. Bad location. Not corrected.
5 Horn almost impossible to locate. Not corrected.
6 Warranty Drivers Power seat Not corrected.
7 Rear tail gate window exploded, Same Alaska trip. Was replaced
8 Shifting lever detent to park. Defective. Corrected 1997
9 Shift cable bracket recalled Oct 1987
10 Wheel lug nuts recalled. replaced May 1999
11 Trailer hitch (factory) recalled May 2000
12 Cruise control switch recalled Oct 05, Replaced Jan 24 06

Please correct this injustice by Ford Motor Co

2 enclosures

Marion WI (mail address)



Dispute Settlement Board

ACCEPTANCE OR REJECTION OF REJECTION

DATE 10/28 DISPUTE SUBJECT ENT BOARD CASE NO. 17-169

CONSUMER PROTECTION DIVISION

Directed by the Director, the Hispanic Student-Scholar Award is a year-round award. It is given to the student who has the highest grade point average in the Hispanic Student-Scholar Award program. The award is given to the student who has the highest grade point average in the Hispanic Student-Scholar Award program. The award is given to the student who has the highest grade point average in the Hispanic Student-Scholar Award program.

PLEASE COMPLETE THE FOLLOWING AND RETURN IT TO US PROMPTLY. IF THIS FORM IS NOT RECEIVED BY US WITHIN 5 CALENDAR DAYS, WE WILL ASSUME THE DECISION HAS BEEN REJECTED BY YOU.

I accept the Dispute Settlement Board decision as it is stated. I understand this means:

- Ford Motor Company will be legally bound to abide by the decision.
- I will cooperate with Ford Motor Company, so that the threatened action may take place.

Interim Budget Statement: 2004-05

Requested a complete change-out of worn elements of engine. She observed
unresolved windshield washer, interior door window gear belt, engine, lever,
power seat, horn, lockers suspension like a lock bar, concerns of suspect, AEH

CUSTOMER'S SIGNATURE

DATE: 12 Oct 77

NOTE: You may pursue other legal remedies available under state or federal law. The Dispute Settlement Board's decision may be introduced as evidence by you or the manufacturer in any civil court action relating to any issue considered in this matter.

Please fold and staple to form a self mailer as shown on the reverse side.

For use in the state of Wisconsin only.

IS ADDRESSED TO:
DFA [REDACTED]
SOUTH KOREA HI [REDACTED]

(over)

22 Nov 05

Mr Bill Ford
Chairman & CEO
Ford Motor Co
16800 Executive Plaza Dr
Dearborn MI, 48121

Dear Mr Ford:

Mr Henry Ford had occasion to deal directly with the Village of Big Falls Waupaca Co. WI. in the very early 1900's. I feel he would be displeased with current handling of problems today. So may I have your attention for a few minutes, as there is no way to be brief.

With current manufacturing problems developing in the United States of America today, you have many more problems to cope with than a \$500.00 situation, which if not given due consideration can develop into another legal matter & expensive recall problem. When you do delegate this to a subordinate, make sure that individual does a thorough job of investigating past decisions against customers because of the Authorized Dispute Settlement Board's and employees that can not even determine what a complaint is!! (Part of this is about one) She could not even recognize the letter was a complaint and not an inquiry. What she had picked out as the subject had been included only as a brief enclosure to show how uncaring and sarcastic a dealer could be. Further more she addressed it to my wife and replied only to that portion as we understand. The problem is not a blanket, but is the power seat of our Ford Expedition failing to operate forward & reverse but still rises up and down. Wittenburg Ford Dealer examined it and confirmed it is a real safety hazard. By the way why would the letter to us be only addressed to my wife as she did not write the letter. That vehicle is registered and titled in both of our names. I wrote the letter I am sure was not that difficult to understand.

I have discussed the safety problems with several law enforcement officers (state & local), also 2 attorneys who feel although the vehicle is out of warranty but with very low mileage at the time, and a safety issue which alone came under warranty at the time, a very good case could be prepared on my behalf. That is not my intent, but if must be, will be. All I want is the power seat replaced (mechanism) at no expense to myself. I enclosed a copy of the reply my wife received (dated 3 Nov 05) to my two page letter dated Oct 17-05 by certified mail.

Your delegated individual should review the decision of your DSB case including all paper work I was required to file, and to attend the meeting. I still have in my possession everything concerning this subject, and is available for any action I may pursue.

By the way, concerning your announced cut back of employees several days ago. I would be happy to recommend Colleen Ross Coventry be the first to go per her letter to my wife dated 3 Nov 05 (OUTRAGEOUS!)

I am sorry for having to unload this on you but the Ford Motor Co has not played fair.

Sincerely,

Big Falls WI

exarpt from letter to your DSB dated 17 Sept 97 page 2 of 3 item #6 where I stated:
"Warranty(drivers power seat) Not remedied. An electrical malfunction could trap the driver between dash steering column & seat causing an accident. The problem is apparent with other Ford vehicles. Our safety concern".

(1) ENCLOSURE

(Page 6 of 6)

HAPPY THANKSGIVING!

27000 Pages/Files

**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).**