

# NEW MOTOR VEHICLE BOARD

1507 21<sup>ST</sup> Street, Suite 330, Sacramento, California 95814  
(916) 445-1888 (916) 323-1632 Legal Fax (916) 323-1631 Mediation Fax  
[nmvp@nmvb.ca.gov](mailto:nmvp@nmvb.ca.gov)

Arnold Schwarzenegger, Governor  
State of California

Sunne Wright McPeak, Secretary  
Business, Transportation & Housing Agency

David W. Wilson, President Alan J. Skobin, Vice President

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October 10, 2006

National Highway Traffic Safety Administration  
400 Seventh Street, SW  
Washington, DC 20590

Case # C-0149-2007

Enclosed please find a copy of the complaint we received from [REDACTED]  
concerning her Ford Explorer.

We are referring the complaint to you since the facts appear to raise a matter within  
your jurisdiction. We are continuing our efforts on behalf of the complainant and have  
suggested that the complainant contact you for additional assistance.

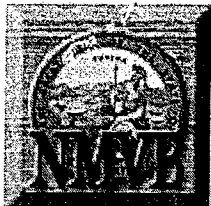
Sincerely,

Heather Collins  
Mediation Services Representative

HC:ta

Enclosure

*Ana Mari  
10/31/06*



NEW MOTOR VEHICLE BOARD
Consumer Mediation Services Program
1507 - 21st Street, Suite 330
Sacramento, California 95814
(916) 445-1888 (916) 323-1631 Fax
E-Mail: nmvb@nmvb.ca.gov
Website: nmvb.ca.gov

RECEIVED
OCT 05 2006
NEW MOTOR VEHICLE BOARD

MEDIATION REQUEST FORM

COMPLAINANT NAME

CASE NO. C-0149-2007

Form fields for Complainant Name (First, MI, Last), Address (City, State, ZIP Code), and Telephone # (Home, Business, E-Mail).

Please fill out all sections completely. If address is unknown, leave blank.

Table with 3 columns: Selling Dealer, Servicing Dealer, Manufacturer/Distributor. Includes fields for Name, Address, and Telephone #.

Vehicle information section including Make (Ford), Model (Explorer), Year (2004), Date of Purchase (1/5/05), License No., Current Mileage (27,168), and Warranty type (Manufacturer's).

Complaint details section with questions: 'Have you given written notice of defects to manufacturer?' and 'Has manufacturer (or designated agent) attempted repairs?'. Includes handwritten repair dates: 'Transmission (3 times), Abs Brake (2 times), Windows Brakes 3 Rotors Gear Ax 2x's'.

COMPLAINT

Please explain the details of your complaint and the action you are seeking on the reverse side of this form, or attach a typed 1-2 page letter.

IMPORTANT NOTICE: I understand a copy of this complaint may be sent to the dealer(s), manufacturer or distributor. Sections 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statement or knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.

Signature and Date fields. Signature is redacted, Date is 10/2/06.

**BASIS OF COMPLAINT**

Mechanical Defects:

- |  |   |
|--|---|
| <input type="checkbox"/> Frame and Body                        | <input type="checkbox"/> Suspension system            |
| <input type="checkbox"/> Engine                                | <input checked="" type="checkbox"/> Tires             |
| <input checked="" type="checkbox"/> Transmission & drive shaft | <input type="checkbox"/> Wheels                       |
| <input checked="" type="checkbox"/> Brake system               | <input type="checkbox"/> Exhaust system               |
| <input type="checkbox"/> Steering                              | <input type="checkbox"/> Inoperable accessories       |
| <input type="checkbox"/> Fuel system                           | <input type="checkbox"/> Cooling system               |
| <input checked="" type="checkbox"/> Other _____                | <input checked="" type="checkbox"/> Electrical system |

Sales:

- Contract
- Financing
- Fraud
- Advertising
- Damage by dealer during servicing
- Extended service contract

**COMPLAINT- Explain the details of this complaint.**

purchased VEH on 4/5/05 - 3 months later VEH Had a Recall on transmission.

Brought the VEH back in on 5/04/06 for ABS Brakes also for Automatic windows would not go down, also BACK Hatch to rear door would not open also transmission again VEH Slamming into gears plus Rear end Noise

5/8/06 VEH dropped off again work that they said was completed was not. drove 50 feet off property Abs Brake light came back on. Called Service immediately Manager "Mike Gonzales stated I must be doing something wrong to the car" 3 windows not fixed

9/10 transmission again still slamming into gear problem w/ Rotis - 3 making chattering again in Rear. pu VEH 1 week later still not fixed

9/14 dropped off again VEH still not fixed from Above

total of 22 days without a VEH that I still had to pay for of those / 18 of those days I was pregnant w/ No VEH. thank god Nothing happened 3 I was stranded w/out a VEH. a Rental was never offered. I have 2 kids this VEH is unsafe 3 will in time Cause Major problems

I would like a Brand New 07 Ford of Equal options But do not want to pay a penny more then I currently owe on my present Ford. Just simple replace w/ 07 3 I will continue to pay my current Balance.

09/21/2006  
14:44:04

SUMMARY HISTORY DISPLAY

3651

PAGE 1

CUSTOMER NAME [REDACTED] SERIAL NO. 1FMZU63K54Z [REDACTED]  
TOTAL R/O'S 4 TOTAL SERV. DAYS 7 MAKE FT FORD TRUCK

RECEIVED  
OCT 05 2006  
NEW MOTOR VEHICLE BOARD

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....						
1	266460	09/14/2006	26956	A	578									
						T	688	1	W	32FOZ001	DIAGNOSE AUTO TR			
						T	334	2	C	08FOZ004	VALUE FRONT RELI			
						T	334	3	C	08FOZ006	VALUE REAR RELIN			
						T	334	4	C	08FOZ009	MACHINE 4 RTRS/D			
2	258395	05/08/2006	21843	A	578									
						T	466	1	W	10FOZ001	DIAG ABS CONCERN			
						T	163	2	W	36FOZ001	DIAG Q/S ELECT C			
						3	257750	04/28/2006	21650	A	578			
												T	466	1
T	163	2	W	36FOZ001	DIAG Q/S ELECT C									
4	233642	04/20/2005	4189	A	771									
						T	561	1	W	32FOZZRECALL3	AUTO TRANS RECAL			

(7 days)  
- dropped ab  
9/15/06 @ 11AM - Home

2 days

7 days

1 day

9/15/06 27,001 Veh Not Fixed from picking-up (3 days)  
1 day prior SEE last page attached

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).