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\$2,500 for maintenance service throughout the years. Not including tires, etc. To say the least we have maintained our FORD vehicle to the highest standards that FORD offers.

Our problem with our 2003 FORD EXPEDITION, with approx. 44,000 miles started on 09/19/2006. My wife was driving the FORD EXPEDITION with my four (4) small children to school. While driving down a 2-Lane St. with oncoming traffic and without any warning the Expedition suddenly lost all power to the vehicle. The vehicle shut down, the vehicle lost all power steering, and everything. My wife was driving approx. 40 MPH, and when the vehicle shut down, my wife could not control the vehicle and nearly got rear ended, and the Expedition crossed into oncoming traffic, coasting to a stop, nearly getting into a head on collision. After coming to a complete stop on the other side of the road, TERRIFIED AND SCARED my wife was able to re-start the vehicle, and carefully drive home which was approx. 5 miles. My wife called me crying and told me the story. We immediately called our local FORD DEALERSHIP, SUNLAND FORD LOCATED IN VICTORVILLE CALIFORNIA. We contacted FORD SERVICE DEPARTMENT, and dealt with Service Advisor Rhonda Marey. We told the Advisor what happened, and we set an appointment for the following morning, 09/20/2006, at 9:00AM. Since I could not take off work, and my vehicle is only a small truck which does not have the capacity to hold all of my children, TERRIFIED, my wife had to drive the FORD EXPEDITION the next morning to take my four (4) small children to School, and then drive to the dealership for the appointment. We did not have a choice but to continue to drive the FORD EXPEDITION. This is all we have as our family vehicle. Well my wife made it to the FORD DEALERSHIP, and the Service Advisor, got my wife a rental car, A Ford F-150, it was tight but ok, for my wife. Well the next day, we received a call from the FORD Service Advisor that our vehicle was ready to be picked up. I called and talked with the Service Advisor Rhonda, and asked what the problem was with our vehicle FORD SUV. The Service Advisor told us that the vehicle is fine, and they were not able to find anything wrong with it. The Advisor also told us that they drove our vehicle for 12 miles, and hooked it up to a computer system which tells you what the problem is with any vehicle. We were told that no codes came up to be fixed, so FORD can not do anything else, and that the vehicle is ready to be picked up. I explained to the Service Advisor that they are giving us back an unsafe vehicle, and expect us to drive it, putting with my wife and my four (4) children at great risk even DEATH. They did not care. We were told to not drive the vehicle? does that make sense to you?. They will not spend time to try to fix the problem or find the problem, because FORD Warranty will not cover their costs associated with finding the problem, due to not having a error code from there computer from our vehicle. Well UPSET, DISAPPOINTED, AND ANGRY, we picked up our UNSAFE FORD EXPEDITION VEHICLE, and TERRIFIED my wife held her breath driving the vehicle home.

The one true 2003 FORD EXPEDITION FORD that my family depended on for our SAFETY, was no longer the feeling. My wife and I are TERRIFIED driving this big vehicle with our four (4) Children anywhere. We feel that the vehicle is holding us captive, and we cannot enjoy driving anywhere without wondering where and when the vehicle is going to shut down. We do not drive as a family anymore, unless very necessary.

Approximately one week later, again my wife already TERRIFIED driving the FORD EXPEDITION, which she only drives locally and to and from school now, was driving

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on a busy street, and without any warning, the FORD EXPEDITION lost complete power and control to the vehicle. This time inches away from a head on collision and nearly side swiping another vehicle, while she is not strong enough to steer the big vehicle without power steering, or use the braking system, all this while the vehicle coasted to a stop, this time across traffic, and ended up off the road on the other side of the street. My wife called me immediately on her cell phone, crying and having a PANIC ATTACK. My children were in the back seat while this is happening. This is the last call I want to get like this. I had to leave work, and drive to her location, and start the vehicle and drive the vehicle back home. My wife was more than TERRIFIED of our FORD EXPEDITION, she could not sleep well for a couple of days. I then called FORD SERVICE MANAGER, AT SUNLAND FORD, ANDY GATES. I explained the problem that we had and that we are continuing to have with our 2003 FORD EXPEDITION. He understood that we had SAFETY concerns with our vehicle. The Service Manager, stated that he would find out what the problem is, and would fix the problem on our FORD EXPEDITION. The Service Manager, also stated that they would have to drive the vehicle until the problem happened while they drove the vehicle. I had concerns with someone else having to drive our vehicle and putting so many miles on the vehicle, and not taking care of our vehicle. The Service Manager assured me that they were experts, and would most likely find the problem with the vehicle quickly while driving. So we made an appointment for the next day with the Service Advisor Rhonda, at 9:00AM. The date was approx. 09/30/06. The same as the last time, my wife drove very carefully and slowly to the FORD SERVICE CENTER. They got her the same route a car, the whole thing was like the last time. Well they called a few days later, and told us they were not able to find the problem, and the computer had no error codes, and our vehicle was done and ready for pick up. I asked to speak to the Service Manager Andy Gates, and I was told that he was gone for a few days. I then spoke to the Shop Foreman John Dersham, and asked him what they did or did not do to our vehicle. The Shop Foreman told me that she drove the vehicle 13 miles, and tested it on the computer, and were not able to find any problems with the vehicle. I told him that I talked with the Service Manager, and what he told me, that you guys were going to find out what was wrong with our vehicle, and fix it, no matter, how long or how many hours it spent to find the problem. The Shop Foreman did not have any conversation with the Service Manager, before the Service Manager left, and did not know any history of the current situation of our vehicle. So John the Shop Foreman told me that he would start driving the vehicle, and get with the Service Manager when he came back. Well they had our vehicle and kept driving the vehicle waiting for it to shut down for them.

Being FRUSTRATED, DISAPOINTED, and being treated at this point like we were making the story up, and this was our fault that our FORD EXPEDITION would shut down while driving, and that FORD was doing us the favor finding out what the problem was. We turned to the Internet. Under search engine Google, I typed in "STALLING EXPEDITION". What do you know? Under Edmunds.com Forum, we found a story of the exact same problem we are having with our 2003 FORD EXPEDITION. This person experienced the same problem. A 2003 FORD EXPEDITION, less than 50,000 miles, vehicle stalls for no reason while driving. I thought wow, we found something. I then called and got a hold of our Service Advisor Rhonda, and gave her the info I found on the internet about our vehicles exact problem, which stated that a dealership fixed the

problem, which was related a **BAD WIRE HARNESS** on there 2003 FORD EXPEDITION. Well the info was given to John the Shop Foreman, and I was told by the Shop Foreman, that the case I found on the internet was insignificant, due to the problem not presenting itself to the Service Department, and they were not interested in this info I had given them. And John the Shop Foreman did not believe with his expertise that the FORD EXPEDITION had any Wire harness problems, and he never saw this problem before with this vehicle. This info was not important because John the Shop Foreman said there was 10 miles of wire harness, and if the code did not come up in error, they would not know where to look. What confidence huh? So I talked with the Service Manager Andy Gates, and tried to explain what I found. I received the same answer the Shop Foreman told me. I was very disappointed at this point, and asked what they were going to do; the Service Manager said that they were going to call NATIONAL FORD SERVICE HOTLINE, to see about the problem. I got back on the internet and was able to make direct contact with the individual from Edmunds.com Forum, who had the same problem that we were having with our FORD EXPEDITION. I was able to get the FORD DEALERSHIPS name, and Service Advisor name who dealt with the other problem FORD EXPEDITION. I called the FORD DEALERSHIP, PACIFIC COAST FORD, and spoke with the Service Advisor and was able to get the error code that SUNLAND FORD SERVICE CENTER, needed, to fix our vehicle, the same coast problem which PACIFIC COAST FORD, has fixed in the past with 2003 FORD EXPEDITIONS. The problem is a noted problem with the 2003 FORD EXPEDITION and PACIFIC COAST FORD recognizes that they do have problems with the wire harnesses on these vehicles. The error code that was given to me from PACIFIC COAST FORD to give to SUNLAND FORD, is (TSP 4-14-09). PACIFIC COAST FORD told me that this code is all they need to fix the vehicle.

I called the Service Manager at SUNLAND FORD, and told him the info I was able to get from the other FORD Dealership, and the info was treated, like the last info I gave them, they were not interested. They basically told me the same thing, that if they do not see the problem by themselves they could not work on the vehicle and that FORD would not cover the work. At this point I was VERY DISAPPOINTED, ANGRY, and UPSET. The service Manager told me that they were going to try to call the NATIONAL FORD SERVICE HOTLINE and try to see what they could get from them. Well the next day we received a call from our Service Advisor Rhonda that the NATION FORD SERVICE HOTLINE, suggested to re program a computer in our vehicle and this is not covered under the warranty. They also stated that they recommend a certain area in the wire harness be changed out with a new one. Unfortunately without the code error and the problem happening they could not get the authorization to change out the needed wire harness piece, under the warranty. SUNLAND FORD DEALERSHIP SERVICE CENTER IN VICTORVILLE CALIFORNIA, also told us that they were not going to be LIABLE for our 2003 FORD EXPEDITION, with only 44,000 miles vehicles stalling problems. At this point I was ANGRY and VERY UPSET. They wanted me to pay to have this problem fixed? and they did not know if it was going to solve the problem. Are they crazy? I talked with the Service Manager, who was very angry at me, and I was told that I yelled at his Service Advisor, which I did not, and was told by the SUNLAND FORD SERVICE MANAGER ANDY GATES, that he was done with our vehicle, to come pick it up. I asked him why they were not going to fix our vehicle, and he said they

spent way too much money trying to find something they do not even know is there. The Service Manager also stated to the point, of us lying about the problem with our vehicle or making it up. The Service Manager said he wasted too much time and money on our vehicle. He quoted a dollar amount of \$1,000 wasted. I asked the Service Manager why he was going to give us back our VEHICLE WHICH WAS UNSAFE TO DRIVE. The Service Manager said this was not his problem, this was our problem. We were told to keep driving the vehicle until our FORD EXPEDITION completely stopped working and could not start, then tow the vehicle in, and hopefully the error code will pick up whatever is wrong with the vehicle. I asked what should I do, he said that I should drive it because I am stronger, and when it shuts down I would be able to control the vehicle better. To say the least I was SHOCKED AND VERY DISAPPOINTED. They told us to pick the vehicle up, they were done with it. WOW, NOW WHAT. So the next day which was a Saturday, we took the rental car back, and stopped by and picked up our UNSAFE FORD EXPEDITION from the SUNLAND FORD DEALERSHIP IN VICTORVILLE CALIFORNIA. I asked the FORD GUY AT THE DEALERSHIP, what I should do, he said that we should not drive the vehicle, and that if we do drive the vehicle and the vehicle stalls while driving to "QUICKLY PUT THE LEVER TO NEUTRAL POSITION". What????, what a joke. They did not even replace the gas to the level it was after driving our vehicle 200 miles to find a genuine factory defect problem.

So as it stands, we are TERRIFIED to drive our UNSAFE 2003 FORD EXPEDITION anywhere. My wife continues to have small panic attacks while driving our FORD EXPEDITION, waiting for the next time our FORD EXPEDITION stalls while driving. We do not feel safe, so we do not use our FORD EXPEDITION unless for short necessary trips. We are very disappointed, angry, and very frustrated. We do not know what to do anymore. We do not have any money to buy another vehicle; we do not have any money to rent another vehicle. If we are not supposed to drive the vehicle how are we supposed to get it fixed?????. If the problem does not keep recurring the error code will not trip, or be activated on their computer. FORD will not pay for a rent a car for us to take it into the FORD DEALERSHIP EVERYTIME the vehicle stalls, anymore. We feel let down, and have talked with an Attorney, which we do not have the money needed.

██████████, we have worked very hard for the things we have. We want to be treated with respect, and feel confident with our vehicle. We feel that we purchased an UNSAFE VEHICLE, which we feel very upset about, and angry about the whole ordeal. If nothing else please PUT OUT A CONSUMER ALERT ON THIS VEHICLE NATIONWIDE FOR THE 2003 FORD EXPEDITION STALLING PROBLEMS WHILE DRIVING, DUE TO ELECTRICAL WIRE HARNESS PROBLEMS. This would be good for everyone who has purchased this vehicle to know about this problem, and contact FORD for any concerns they may have.

██████████ WE WANT A RELIABLE VEHICLE FOR OUR FAMILY. WE REALLY ENJOYED OUR FORD EXPEDITION, BUT I DO NOT FEEL WE CAN TRUST THIS PARTICULAR VEHICLE ANYMORE. WE HAVE PAID THIS VEHICLE OFF, AND WE WOULD LIKE FORD MOTOR COMPANY TO TAKE OUR VEHICLE AS A TRADE FOR A NEW FORD EXPEDITION. WE ASK FORD TO USE OUR VEHICLE FOR TESTING PURPOSES TO ENSURE THEY CAN FIGURE OUT WHAT IS CAUSING THE PROBLEM, TO ENSURE

NOBODY GETS KILLED IN THE FUTURE. WE NEED TO HAVE A VEHICLE MY FAMILY CAN DEPEND ON.

AGAIN I NEED YOUR HELP BEFORE MY WIFE AND MY FOUR (4) CHILDREN GET KILLED, IN OUR 2003 FORD EXPEDITION FORD VEHICLE.

IN CONCLUSION: WE [REDACTED] AND [REDACTED], GIVE YOU [REDACTED] CONSUMER ADVOCATE/REPORTER FULL PERMISSION TO PURSUE OUR 2003 FORD EXPEDITION STALLING CAR ISSUE CASE, WITH WHATEVER YOU FEEL NECESSARY TO HELP US WITH OUR SERIOUS PROBLEM.

THANKS BOGEY, FOR ALL YOUR HARD WORK.

SIGNED, THE LITTLE GUY. [REDACTED]

ALL CONTACT INFO:

[REDACTED]
[REDACTED]
APPLE VALLEY, CA [REDACTED]

DEALERSHIP WHERE VEHICLE WAS PURCHASED

CLAREMONT FORD.
601 AUTO CENTER DR.
CLAREMONT, CA 91711
SALES- (909)625-8900.
SERVICE-(800)679-5933.
WEBSITE: WWW.CLAREMONTFORD.COM

DEALERSHIP WHERE SERVICE WAS CONDUCTED

SUNLAND FORD
15330 PALMDALE ROAD
VICTORVILLE, CA 92392
(760)241-7731.
SERVICE- (760)245-7731. ANDY GATES.
FAX- (760)241-7432
WEBSITE: WWW.SUNLANDFORD.NET

DEALERSHIP THAT GAVE ME INFO FOR ERROR CODES

PACIFIC COAST FORD
33207 PACIFIC HWY S
FEDERAL WAY, WA 98003
(253)838-6600
WEBSITE: WWW.PACIFICCOASTFORD.COM

760-810-0178

October 27, 2006

Dear [REDACTED]

I need your assistance with a matter concerning my son [REDACTED] and family who live in Apple Valley. [REDACTED] told me of a problem he is experiencing with The Ford Dealership in Victorville.

He purchased a new Ford SUV from this dealer and now has 40,000 miles on the vehicle. His wife [REDACTED] is the primary driver of this SUV to take their children to school and around town.

While during normal driving, at times the SUV's motor just stops. She will pull over and in time it will re-start. Then later it will repeat the stoppage. It is dangerous when in traffic to have this happen, especially when the children are with her.

[REDACTED] has taken the SUV to the Ford Dealer. They have been giving him the run around that they can do nothing about it unless it happens when they are test driving it. Of course this didn't happen when they had the SUV. He has taken the SUV several times to the dealer, without their correcting the serious problem.

[REDACTED] went on the Inter-net and found important information that other owners of the same SUV have experienced the same problem with the motor stopping with out notice. Again, the manager of the Ford dealership is aware of the problem but states that the Ford Motor Company will not pay to correct the problem.

Please, [REDACTED] asked if you were still serving as a consumer advocate. I told him I would contact you as see if you could help him solve this impasse.

I really hesitate to ask for help, you've done so much for me and our facility. But, I will ask, if possible you will consider helping my son.

My best regards to you and [REDACTED]

[REDACTED]

[REDACTED]

Hm;
Cell;
Wk;
Fax;

[REDACTED]

10-30-06

Consumer Advocate/Reporter

Mission Viejo, CA

Cell:

To: President, Ford Motors Corp.

From:

CORNER

Dear Mr. President:

Please allow me to introduce myself. I am [REDACTED], nationally known Consumer Advocate/Reporter. For the past 40 years I have appeared on numerous national and local television stations, radio shows, newspapers and magazines. I have enclosed various articles about me and what I have been doing for consumers for the last 40 years.

A few days ago, I received a very alarming fax from [REDACTED] and [REDACTED] of Apple Valley, CA. The [REDACTED] have attempted to resolve this dangerous and possibly deadly consumer issue themselves with unresolved results. Desperate, they reached out to me for help. After reviewing their detailed letter and doing my own research on this 2003 Ford Expedition stalling problem, I was appalled

CORNER

Consumer Advocate/Reporter

Mission Viejo, CA

and shocked to find that your dealership chose to let this potentially deadly issue run its course and wait until a computer error surfaces.

CORNER There is documentation stating that some 2003 Ford Expeditions have experienced stalling problems and that this problem can be successfully corrected. I can't understand why your dealership would refuse to accept this information and just wait for a deadly accident to occur, thus damaging the reputation of Ford Motors and your dealership. This is truly a disaster waiting to happen! The repercussions from not providing the proper repairs and service to valued customers would be disastrous for your dealership and Ford Motors.

The [redacted] have been faithful customers who have purchased an extended warranty when they purchased their 2003 Ford Expedition brand new. They have continuously serviced their Expedition as recommended by the Ford Factory and treated their vehicle with the utmost care.

In closing, I strongly recommend, before anyone is seriously injured, maimed or killed.

CORNER

(3)

Consumer Advocate/Reporter

Mission Viejo, CA

because of this horrendous problem, that your dealership and Ford Motors get together and take care of the [REDACTED] problem.

Please contact me as soon as possible with your resolution.

u God Bless,

Fax -
Phone -
Cell -

CORNER

COVER PAGE

**TO: BOGEY CONSUMER
ADVOCATE/REPORTER.
FAX: [REDACTED]**

TOTAL PAGES: 11.

CONTACT: [REDACTED]

10/30/2006 11:34

DATE: 10/29/06.**TO: [REDACTED] CONSUMER
ADVOCATE/REPORTER.
FAX: [REDACTED]****FROM: [REDACTED] AND [REDACTED]
[REDACTED]
APPLE VALLEY, CA [REDACTED]
[REDACTED] HOME PHONE****REFERENCE: FORD EXPEDITION STALLING
PROBLEM. (2003 FORD EXPEDITION. VIN #
1FMRU15WX3L [REDACTED] APPROX. 44,000
MILES.****DEAR [REDACTED]**

WE HAVE WATCHED YOU OVER AND OVER THROUGHOUT THE YEARS ON THE CBS NEWS, IN LOS ANGELES CALIFORNIA. WE HAVE ALSO LISTENED TO YOU ON THE VARIOUS RADIO PROGRAMS, AND HAVE READ ABOUT YOU IN THE NEWSPAPERS AND MAGAZINES. THE ONE THING THAT IS CLEAR, IS THAT YOU ARE NOT AFRAID TO TACKLE ANY TYPE OF COMPLAINTS OR CONCERNS.

WE NEED YOUR HELP BEFORE MY WIFE AND MY FOUR (4) CHILDREN GET KILLED IN OUR FORD EXPEDITION SUV VEHICLE. PLEASE LET ME EXPLAIN WHAT THE PROBLEM IS THAT WE ARE HAVING.

First of all you should know that our 2003 FORD EXPEDITION was purchased NEW and, has been only serviced at FORD SERVICE CENTERS. The vehicle only has approximately 44,000 miles. When the vehicle was purchased we bought the extended warranty on the vehicle through FORD, 5 years or 75,000 miles. We are, and always have been very prompt at ensuring that our vehicles are serviced using the Factory recommendations for oil changes and other service needed. We have spent approximately

\$2,500 for maintenance services throughout the years. Not including tires, etc. To say the least we have maintained our FORD vehicle to the highest standards that FORD offers.

Our problem with our 2003 FORD EXPEDITION, with approx. 44,000 miles started on 09/19/2006. My wife was driving the FORD EXPEDITION with my four (4) small children to school. While driving down a 2-Lane St. with oncoming traffic and without any warning the Expedition suddenly lost all power to the vehicle. The vehicle shut down, the vehicle lost all power steering, and everything. My wife was driving approx. 40 MPH, and when the vehicle shut down, my wife could not control the vehicle and nearly got rear ended, and the Expedition crossed into oncoming traffic, coasting to a stop, nearly getting into a head on collision. After coming to a complete stop on the other side of the road, **TERRIFIED AND SCARED** my wife was able to re-start the vehicle, and carefully drive home which was approx. 5 miles. My wife called me crying and told me the story. We immediately called our local FORD DEALERSHIP, SUNLAND FORD LOCATED IN VICTORVILLE CALIFORNIA. We contacted FORD SERVICE DEPARTMENT, and dealt with Service Advisor Rhonda Marcy. We told the Advisor what happened, and we set an appointment for the following morning, 09/20/2006, at 9:00AM. Since I could not take off work, and my vehicle is only a small truck which does not have the capacity to hold all of my children, **TERRIFIED**, my wife had to drive the FORD EXPEDITION the next morning to take my four (4) small children to School, and then drive to the dealership for the appointment. We did not have a choice but to continue to drive the FORD EXPEDITION. This is all we have as our family vehicle. Well my wife made it to the FORD DEALERSHIP, and the Service Advisor, got my wife a rental car, A Ford F-150, it was tight but ok, for my wife. Well the next day, we received a call from the FORD Service Advisor that our vehicle was ready to be picked up. I called and talked with the Service Advisor Rhonda, and asked what the problem was with our vehicle FORD SUV. The Service Advisor told us that the vehicle is fine, and they were not able to find anything wrong with it. The Advisor also told us that they drove our vehicle for 12 miles, and hooked it up to a computer system which tells you what the problem is with any vehicle. We were told that no codes came up to be fixed, so FORD can not do anything else, and that the vehicle is ready to be picked up. I explained to the Service Advisor that they are giving us back an unsafe vehicle, and expect us to drive it, putting with my wife and my four (4) children at great risk even **DEATH**. They did not care. We were told to not drive the vehicle? does that make sense to you?. They will not spend time to try to fix the problem or find the problem, because FORD Warranty will not cover their costs associated with finding the problem, due to not having a error code from their computer from our vehicle. Well **UPSET, DISAPPOINTED, AND ANGRY**, we picked up our **UNSAFE FORD EXPEDITION VEHICLE**, and **TERRIFIED** my wife held her breath driving the vehicle home.

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