



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 2010 FEB 22

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

12-JAN-2010

Reference No.
10299532

OWNER INFORMATION (Type or Print)

Name

Address

City

MODESTO

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FMFU18L43L

Make
FORD

Model
EXPEDITION

Model Year
2003

Date Purchased

9-27-2003

Dealer's Name and Telephone Number

HERITAGE FORD 209-529-5110

Engine:

No: Cylinders 8

Fuel Type:

UNLEADED

Original Owner

☐

Dealer's City

MODESTO

State

CA

Zip Code

95351

Transmission Type

AUTOMATIC

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

3

Incident Date(s)

06-APR-2009 5-5-09
and 1-7-10

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING: ENGINE

2ND 97135

Failure Mileage

3RD 104000

1st 96772

Failure Speed

870 Bad time

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: DOTM19ABC036)

☐ 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

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).

USED 23497 miles

TL*THE CONTACT OWNS A 2003 FORD EXPEDITION WHICH WAS PURCHASED NEW IN 2003. THE SPARK PLUGS WERE BLOWING OUT OF THE HEAD GASKET AND CAUSING THE COILS TO BREAK. THIS FAILURE HAS OCCURRED THREE TIMES WITHIN 8 MONTHS. THE DEALER STATED THAT THE VEHICLE WOULD COST OVER \$1200 TO REPAIR AT THE OWNER'S EXPENSE. THERE WERE NO RECALLS ON HER VEHICLE NOR FOR HER PARTICULAR MODEL PERTAINING TO THE FAILURE. THE FAILURE AND CURRENT MILEAGES WERE UNDER 104,000.

1st time sparkplug blew, brake coil we didn't have the insert for the plug put in because of the expense we just replaced the broken coil.

2nd time sparkplug blew it didn't break the coil so we had the insert for the plug installed

3rd time sparkplug blew, broke coil we had the insert installed & a new coil

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.



MAILING ADDRESS:

P.O. BOX 5197
MODESTO, CA 95352-5197
(209) 529-5110DAILY RENTALS AVAILABLE
CARS BODY SHOP2100 SISK ROAD 14790 STRATOS WAY
CAL. B.A.R. REG. # ARD00003431 CAL. B.A.R. REG. # ARD00003432
E.P.A.# CAL001575587 E.P.A.# CAL000075095

SERVICE DEPARTMENT HOURS

7:30 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	R/O Number
4/06/09	6039614/1
R/O Close Date	Status
4/06/09	Pre-Invoice
Mileage In	Mileage Out
96772	
Service Advisor / Tag #	
JESSE MARTINEZ/4226	
Vehicle Identification Number	
1FMFU18L43L	
Delivery Date	In-Service Date
9/27/03	6/21/02
Color	License Number
GREEN	

MODESTO, CA

Year	Make	Model	Body	Color	License Number
2003	FORD	EXPEDITION	4DR SPTUT	GREEN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 035: OIL AND FILTER, INSPECT ALL FLUIDS AND TIRE PRESSURES NO CHARGE TO CUSTOMER Work performed by MARTIN ANDRADE (140) Kit: 820 Installed FL820S :FILTER AS Installed SOIL :SHOP OIL	Warranty Warranty Warranty Warranty
#2 - Customer Reports: CHECK ENG LITE ON, ALSO PLUG POPPED OFF AND COIL IS BROKEN.. SEE ME Work performed by MARTIN ANDRADE #4 (140) Installed 3W7Z 12029 AA :COIL ASY 1@129.61 REPLACED COIL AND CLEARED PCM AND RE TEST OK ADVISE CUST THAT SPARK PLUG MAY COME OUT CUST DECLINED TO REPAIR SPARK PLUG HOLE.. Sub Total: Labor: 99.00 Parts:129.61 Total: 228.61	99.00 129.61
#3 - 99P: QCM REPORT CARD Work performed by MARTIN ANDRADE (140)	quality
#4 - RBK: CHECK BRAKE WEAR REQUIRES IMMEDIATE ATTENTION BRAKES REQUIRE IMMEDIATE ATTENTION Work performed by MARTIN ANDRADE (140) Sub Total: Labor: .00 Parts:.00 Total: .00	
#5 - RTIRE: CHECKED TIRE WEAR CHECKED TIRES REQUIRE IMMEDIATE ATTENTION Work performed by MARTIN ANDRADE (140) Sub Total: Labor: .00 Parts:.00 Total: .00 <i>called back to get coil #4 checked: they charge 289.00 for tune up</i>	
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."	
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	
HAZARDOUS WASTE DISPOSAL: AS A RESULT OF FEDERAL AND STATE MANDATED MANAGEMENT REGULATIONS, THERE WILL BE A CHARGE FOR THE DISPOSAL OF HAZARDOUS WASTE GENERATED BY THE REPAIRS OF YOUR VEHICLE. HAZARDOUS WASTE ITEMS ARE OIL, OIL FILTERS, SOLVENTS, TIRES, BATTERIES, ASBESTOS, GASOLINE, ANTIFREEZE, ETC. THIS AMOUNT IS ON YOUR REPAIR ORDER.	
NO RETURNS ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.	
	LABOR 99.00 PARTS 129.61 DEDUCTIBLE .00 SUBLET .00 SHOP SUPPLIES .00 HAZARDOUS MATERIALS .00 SALES TAX OR TAX I.D. 10.85 SPECIAL ORDER DEPOSIT .00 DISCOUNTS .00 TOTAL DUE 239.46

X



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CAL. B.A.R. REG. # ARD00003431 CAL. B.A.R. REG. # ARD00003432
E.P.A.# CAD081573587 E.P.A.# CAL000075095

SERVICE DEPARTMENT HOURS

7:30 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	R/O Number
5/05/09	6041133/1
R/O Close Date	Status
5/07/09	Pre-Invoice
Mileage In	Mileage Out
97135	
Service Advisor / Tag #	
JESSE MARTINEZ/5962	
Vehicle Identification Number	
1FMFU18L43L	
Delivery Date	In-Service Date
9/27/03	6/21/02
Color	License Number
GREEN	

Work Phone
MODESTO, CA
Home Phone

Year	Make	Model	Body	Color	License Number
2003	FORD	EXPEDITION	4DR SPTUT	GREEN	

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

#1 - Customer Reports: TOW IN**THAT PLUG POPPED OFF AT RT
BANK ADVISE..

Work performed by MARTIN ANDRADE	(140)	95.80
Work performed by MARTIN ANDRADE	(140)	766.40
Installed AGSF 22W M :SPARK PLUG	1@7.02	7.02
Installed YL3Z 9439 AA :GASKET - INTAKE MANIFOLD	1@22.31	22.31
Installed 1L3Z 9439 BA :GASKET - INTAKE MANIFOLD	1@28.75	28.75
Installed INSERT :PLUG INSERT	1@24.95	24.95
Installed VC 7 B :ANTI-FREEZE	1@22.78	22.78
Sub Total: Labor: 862.20 Parts:105.81 Total: 968.01		

#2 * 035: OIL AND FILTER, INSPECT ALL FLUIDS AND TIRE
PRESSURES NO CHARGE TO CUSTOMER

Work performed by MARTIN ANDRADE	(140)	Warranty
Kit: 820		Warranty
Installed FL820S :FILTER AS		Warranty
Installed SOIL :SHOP OIL		Warranty

Please Note: Customer Notified 5/07/09
MRS AUTH 970.00 PLUS TAX AT 9.00 AM SAME DAY
TO INSTALL INSERT ON HEAD TO CORRECT PLUG
POPPING OUT ..FAIT
MAY 08 2009
BY: [Signature]

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

HAZARDOUS WASTE DISPOSAL: AS A RESULT OF FEDERAL AND STATE MANDATED MANAGEMENT REGULATIONS, THERE WILL BE A CHARGE FOR THE DISPOSAL OF HAZARDOUS WASTE GENERATED BY THE REPAIRS OF YOUR VEHICLE. HAZARDOUS WASTE ITEMS ARE: OIL, OIL FILTERS, SOLVENTS, TIRES, BATTERIES, ASBESTOS, GASOLINE, ANTIFREEZE, ETC. THIS AMOUNT IS ON YOUR REPAIR ORDER.

NO RETURNS ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	862.20
PARTS	105.81
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	8.86
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	976.87



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E.P.A.# CAD061573587 E.P.A.# CAL000075065

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	R/O Number
1/07/10	6053584/1
R/O Close Date	Status
1/12/10	Pre-Invoice
Mileage In	Mileage Out
104000	104000
Service Advisor / Tag #	
NUNI OCHOA/9227	
Vehicle Identification Number	
1FMFU18L43L	
Delivery Date	In-Service Date
9/27/03	6/21/02
Color	License Number
GREEN	

[REDACTED]		Work Phone	
MODESTO, CA [REDACTED]		Home Phone	
Year	Make	Model	Body
2003	FORD	EXPEDITION	4DR SPTUT

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: REPORTS A POPPING SOUND SUISSPECTS SPARK PLUG BLEW OUT HAS HAD SIMILAR ISSUE Work performed by MARTIN ANDRADE (140) 96.00 Work performed by MARTIN ANDRADE (140) 867.00 Installed YL3Z 9439 AA :GASKET INTAKE MANIFOLD 1@26.78 26.78 Installed 3W7Z 12029 AA :COIL ASY - IGNITION 1@129.61 129.61 Installed AGSF 22W M :SPARK PLUG 1@9.95 9.95 Installed 1L3Z 9439 BA :GASKET - INTAKE MANIFOLD 1@34.50 34.50 Installed INSERT :PLUG INSERT 1@24.95 24.95 FOUND CYL #3 SPARK PLUG CAME OFF NEEDS COIL, SPARK AND INSERT. IF CUSTOMER WOULD LIK OR REPLACE ENGI NE OR HEAD ASSY CUSTOMER OKED TO REPAIR CYLINDER H EAD ADVISE HER UNABLE TO WARRANTY THAT REPAIR INS TALLED INSERT ADN NEEDED PARTS FOR CUSTOMER Sub Total: 1188.79	
#2 * 035: OIL AND FILTER, INSPECT ALL FLUIDS AND TIREPRESSURE SNO CHARGE TO CUSTOMER Work performed by MARTIN ANDRADE (140) Kit: Installed FL820S :FILTER AS Installed SOIL :SHOP OIL	Warranty Warranty Warranty Warranty
#3 - 99P: QCM REPORT CARD Work performed by MARTIN ANDRADE (140)	quality
#4 - RTIRE: CHECKED TIRE WEARCHECKED TIRES REQUIRE IMMEDIATE ATTENTION	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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X

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	1088.82

10% discount

SEE NEXT PAGE



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E.P.A.# CAD001573587 E.P.A.# CAL000076005

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	R/O Number
1/07/10	6053584/2
R/O Close Date	Status
1/12/10	Pre-Invoice
Mileage In	Mileage Out
104000	104000
Service Advisor / Tag #	
NUNI OCHOA/9227	

[REDACTED]		Work Phone		Vehicle Identification Number	
MODESTO, CA [REDACTED]		Home Phone		1FMFU18L43L [REDACTED]	
Year	Make	Model	Body	Color	License Number
2003	FORD	EXPEDITION	4DR SPTUT	GREEN	[REDACTED]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Work performed by MARTIN ANDRADE (140) NEEDS FOUR TIRES Sub Total: .00	
10% DISCOUNT	-118.88
Please Note: Customer Notified 1/12/10 1208.00 OKED BY MS [REDACTED] ON 1/7/10	

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DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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LABOR	963.00
PARTS	225.79
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	18.91
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-118.88
TOTAL DUE	1088.82

I ASKED FOR A DISCOUNT
PAID
JAN 12 2010
BY: DISC
SINCE THIS WAS THIRD TIME SPENDING FOR DISC