ODI Complaint # 10339824

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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 100148

Date Received: NOV 2 4 2010 24-JUN-2010

Repository ☐

Reference No. 10339824

**OWNER INFORMATION (Type or Print)**

Name: [redacted]

Address: [redacted]

City: TAMPA | State: FL | Zip Code: [redacted]

Daytime Telephone Number: [redacted]

Evening Telephone Number: [redacted]

E-mail Address: [redacted]

*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 | Make | Model | Model Year |
|---|---|---|---|
| 1FMRU1564YL[redacted] | FORD | EXPEDITION | 2000 |

| Date Purchased | Dealer's Name and Telephone Number | Engine: | Fuel Type: |
|---|---|---|---|
| 5/23/2003 | Brandon Ford 813-246-3673 | No: Cylinders | |

| Original Owner | Dealer's City | State | Zip Code |
|---|---|---|---|
| ☐ | Tampa | FL | 33619 |

| Transmission Type | | Powertrain | Multiple Failure: | Incident Date(s) |
|---|---|---|---|---|
| | ☑ Antilock Brakes<br>☑ Cruise Control | | | 23-JUN-2003 |

**FAILED COMPONENT(S)/PART(S) INFORMATION**

| Vehicle Component Codes: 130000 VISIBILITY, 131000 VISIBILITY: WINDSHIELD | Failure Mileage | Failure Speed |
|---|---|---|
| | 30000 | 0 |

**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: DOTMAL9ABC036) | ☐ Original Equipment<br>☐ 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 | Fire | Number of Persons Injured | Number of Deaths | Reported to Police |
|---|---|---|---|---|
| ☐ Yes ☒ No | ☐ Yes ☒ No | | | 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).**

TL* THE CONTACT OWNS A 2000 FORD EXPEDITION. THE CONTACT STATED WATER WAS LEAKING INTO THE VEHICLE FROM THE FRONT WINDSHIELD, ONTO THE INSTRUMENT PANEL AND INTO THE COMPUTER SYSTEM. THE FAILURE WOULD CAUSE THE COMPUTER CHIPS TO MALFUNCTION AND THE VEHICLE WOULD BECOME INOPERABLE. THE VEHICLE WAS TAKEN TO THE DEALER SEVEN TIMES FOR THE FAILURE. THE DEALER REPLACED THE DAMAGED COMPUTER CHIPS NINE TIMES BEFORE DISCOVERING THE FAILURE WAS CAUSED BY THE LEAKING WINDSHIELD. THE WINDSHIELD WAS NOT REPLACED. THE MANUFACTURER WOULD NOT PROVIDE ANY ASSISTANCE. THE FAILURE MILEAGE WAS 30,000 AND THE CURRENT MILEAGE WAS 98,000.

- See attached detailed letter to Ford which fully explains the failures.
- see attached repair invoices
- See attached replacement invoice of defective windshield

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY



[redacted]

Alan Mulally, CEO
Ford Motor Company
Ford Customer Relation Center
PO BOX 6248
Dearbom Michigan 48126

July 26, 2010

Regarding:
**VIN # 1FMRU1564YL[redacted]2000 FORD EXPEDITION**
In relation to FORD NOTICE #15773
Poor response from Brandon Ford, Ernie Hare Ford, Florida
Poor response from Tiffany Cox, Supervisor, Ford Customer Relation Center
National Highway Traffic Safety Administration Claim Number:[redacted]

[redacted]

My husband and I purchased our first vehicle from Brandon Ford in 2003, a slightly used 2000 Ford Expedition with the above listed VIN#. We were ecstatic! Sadly, soon after, we were convinced that we had purchased a lemon, as almost immediately we experienced trouble with the vehicle and within 30 days of purchase had to undergo vehicle repairs. While under warranty our vehicle was serviced constantly; the same problem seemed to occur every six months or so. This problem continues to this day. Our recent internet research has found the root of the problem that has plagued us for these past 7 years. Unfortunately the root cause of the problem, a defective windshield, could have been very easily repaired based on the instruction of Ford Notice #15773.

FORD NOTICE #15773, (provided below), which we recently found online, outlines the exact problem that we have experienced, costing us thousands of dollars out of pocket and endless frustration over the past 7 years.
***FORD SPECIAL MESSAGE #15773***
*VARIOUS ELECTRICAL CONDITIONS RESULTING FROM WATER INTRUSION INTO THE GEM/CJB SOME 1997-2002 EXPEDITION AND 1998-2002 NAVIGATOR VEHICLES MAY EXHIBIT VARIOUS UNUSUAL ELECTRICAL CONDITIONS, INCLUDING BUT NOT LIMITED TO: FRONT OR REAR BLOWER OR EATC STAYING ON WITH KEY OUT OF THE IGNITION, RADIO STAYING ON AFTER DOORS OPENED AND KEY OUT OF IGNITION, WIPER CIRCUIT FAILURE CODES, AND MULTIPLE SYSTEM WARNING LIGHTS WITH 'SHORT TO POWER' OR 'LOW BATTERY VOLTAGE' DTCS. THESE SYMPTOMS MOST OFTEN OCCUR AFTER A RAIN OR SNOW. THIS MAY BE DUE TO GEM/CJB WATER INTRUSION RESULTING FROM A WINDSHIELD WATER LEAK. TO SERVICE, REMOVE THE GEM AND CJB FROM THE VEHICLE, SEPARATE THEM AND INSPECT FOR WATER CONTAMINATION OR CORROSION. IF FOUND IN EITHER COMPONENT, REPLACE BOTH COMPONENTS AND COMPLETELY RESEAL THE WINDSHIELD.*

Sadly, this notice was issued to all FORD dealers in February of 2002, a few months before we purchased the vehicle. The Ford Defect, which is explained in detail in this notice and provided to all Ford dealers, was never fixed before the vehicle was sold to us, nor was it ever fixed in the countless times the vehicle was serviced at the Ford dealership, Brandon Ford, where the vehicle was purchased. Additionally, because Brandon Ford failed upon several opportunities to fix the defect and solve the root of the bi-yearly repair, we went to another dealer, Ernie Hare Ford, who also did not address the Ford defect as explained in Ford Notice #15773. The Ford Dealers/Repair Technicians had no idea how to fix this Ford defect because they were oblivious to Ford Notice #15773, therefore we went on for years enduring the result of their gross neglect. It's very hard to believe that something as simple as replacing and resealing the windshield of our vehicle could have saved us from the years of agony that we have gone through. If only the Ford technicians had followed the instruction of the notice that was provided to them and properly repaired this vehicle BEFORE we purchased it, and of course if not then I would have expected them to properly repair it in the many times it was brought in to be serviced as a direct result of the defect.

Eventually the water intrusion became visually evident, by 2006 I could see water dripping into the vehicle if I drove in the rain. Attached you will find proof that I brought the windshield leak to the attention of Brandon Ford and Ernie Hare Ford on multiple occasions. I noticed that water would slightly drip into to the vehicle and told this to the Brandon Ford's Service Manager, Eric Slade 10/31/06. They brought in a specialist to attempt to find the leak. The result, as noted on the receipt, "cause: water leak; correction: NO PROBLEM FOUND." Eric Slade was convinced that there was no leak, he made me feel like I was crazy for telling him I saw the water dripping in. It is so frustrating to think that this Ford Defect was found by your own Ford technicians, the ones who write the Ford Special Notices, who then provided detailed information on how to repair the problem. The solution was at Brandon Ford's finger tips, yet I left that day humiliated, driving away in a vehicle that would continue to cause us years of stress and as time went by, the water damage to the computer became a huge safety issue. It was at this point that we decided to go to another dealer, Ernie Hare Ford. The specialists there were also NOT aware of the Ford Defect as explained in Ford Notice #15773. The defect continued to cause water damage.

For the past 7 years we felt helpless, thinking we had simply purchased a lemon. It wasn't until just recently that we found a link from another Ford customer, on a Ford Forum, who provided Ford Notice #15773. It was at that point that I called The Ford Customer Relation Center. Our vehicle, based on the water damage to the computer is an extreme safety concern, to the point where the vehicle can not be driven. The damage to the computer is causing the vehicle to try to turn on by itself, even when the keys are not in the ignition. In some cases, as described online, this constant attempt to start itself triggers a vehicle fire! Additionally, when you would attempt to drive the vehicle, anything related to the

computer malfunctions, causing an extremely dangerous situation. Simply put, the vehicle has to be parked with the battery terminal disconnected and no longer driven. I was told by Ford that because my vehicle is out of warranty there is simply nothing they could do. The first person I spoke with, Dee, told me that my only outlet was to contact the National Highway Traffic Safety Administration and report the defect causing the safety concern so that they would issue a safety recall. I did just that and was issued a claim number: 10339824. This was mid June 2010. In the meantime, Dee had a supervisor with the Ford Customer Relation Center, Tiffany Cox, call me back to see if there was anything else Ford could offer. I wasn't expecting Ford to reimburse us for the years of repairs we had paid for out of pocket. I simply wanted the vehicle's defective window seal to be replaced and the resulting damage to be repaired. The vehicle is a huge safety hazard to my family, and I refuse to drive the vehicle in that condition. Additionally, Dee contacted Eric Slade the Service Manager at Brandon Ford. She explained to Slade the Ford Notice that was provided to the dealership. Slade told Dee that he would offer a 10% discount on the repair. However when I called Eric Slade to confirm this information and schedule my vehicle to be repaired he never returned my voicemail messages.

Finally on 6/28/2010 Tiffany Cox returned my call. I was stunned to hear what she had to say. She not only was cold, but simply spit out the same phase again and again: "Since your vehicle is out of warranty there is nothing Ford can do for you," I waited almost a week for her call me so that I could voice my complaint and years of frustration, not to mention thousands of dollars spent as a direct result of the Ford Dealer's/Technician's gross neglect; the root of the problem stemmed from a Ford Defect! I explained to Mrs. Cox that I had taken the vehicle to Brandon Ford as well as Ernie Hare Ford while the vehicle was under warranty and they neglected to follow the instructions Ford provided to them in Ford Notice #15773, and properly fix the defect. All Mrs. Cox could say was: "Since your vehicle is out of warranty there is nothing Ford can do for you." She even when on to say that Eric Slade went above and beyond by offering a 10% discount, as this was not something he had to do. When I explained to her that Slade would not return my calls she had no response. This was so frustrating. I vowed to never purchase a Ford vehicle ever again; the Ford representative seemed to careless. Further, Mrs. Cox refused to transfer me to her supervisor, or even provide a name of someone else I could speak with.

I have an 11 month old little girl, as well as a baby on the way, due in December of 2010. I know that this vehicle is not safe for my family. I also know that Ford's lack of effort and Gross Neglect has been the root cause of years of stress and frustration and continued financial strain based on a defect that could have been repaired at the first opportunity back in 2003, or better yet, repaired before this vehicle was sold to my family.

I only hope that this defect doesn't cause death or injury to any other Ford Customer who has purchased an Expedition or Navigator.

Urgently Awaiting Your Response
Sincerely,

Tampa FL

Explanation of Attachments:

- 5/23/03 Original Purchase Invoice Brandon Ford: 1 page
- 06/23/03 Tune Up Invoice Water Intrusion Causes Damage Tires Plus Total Car Care: 1 page
- 09/28/04 Water Intrusion Causes Damage Brandon Ford: 1 page
- 04/29/05 Water Intrusion Causes Damage Brandon Ford: 1 page
- 11/01/06 Water Intrusion Causes Damage & Specific Reference to Windshield Leak Brandon Ford: 4 Pages
- 11/27/06 Water Intrusion Causes Damage Brandon Ford: 1 page
- 07/07/07 Water Intrusion Causes Damage & Specific Reference to Windshield Leak Ernie Hare Ford: 4 Pages

*Note: Additional Repairs for Water Intrusion have been made via Ernie Hare Ford, In Jan 08 and May 2008, however the Invoices were misplaced duplicate invoices were unable to be obtained due to the Dealer going out of business.

# Brandon Ford

9090 Adamo Drive • Tampa, Florida 33619
(813) 246-3673 • Fax (813) 621-8630

DEAL NO. 172567 | DATE 05/23/2005 | STOCK NO. 85231

PLEASE ENTER MY ORDER FOR THE FOLLOWING

☐ NEW ☐ DEMO ☒ USED ☐ LEASE YEAR 00 MAKE FORD

MODEL EXPEDITION BODY TYPE 4DR SPTUT COLOR BLACK

SERIAL NO. 1FMRU15W64LB[redacted]

PURCHASER [redacted] D.O.B. [redacted]

CO-PURCHASER NONE DRIVERS LICENSE NO. C530070800012 D.O.B. / /

ADDRESS [redacted] CITY TAMPA STATE FL ZIP [redacted]

HOME PHONE [redacted] BUS. PHONE MILEAGE 38065 SALESMAN SIMEON FROST

SS#

SS#

## INSURANCE

INS. CO. PROGRESSIVE

AGENT DIRECT

POLICY # [redacted]

PH # [redacted] EXP. DATE

VERIFIED BY: (800) 800-4000

FROM WHOM:

## USED CAR TRADE IN

MAKE N/A YEAR N/A MILEAGE N/A

MODEL OR SERIES N/A BODY TYPE N/A COLOR N/A

MVI OR SERIAL NO.

## TRADE IN PAYOFF VERIFICATION

AMOUNT NONE

CUSTOMER IS RESPONSIBLE FOR ANY DIFFERENCE IN PAYOFF ABOVE STATED AMOUNT INITIALS:

DATE GOOD UNTIL

LIEN HOLDER N/A

MAILING ADDRESS

TITLE READS: VERIFIED BY:

FROM WHOM PHONE #

ACCT. #

| | |
|---|---|
| VEHICLE | 18,595.00 |
| ADDS & OPTIONS | |
| PRICE OF VEHICLE & ACCESSORIES | 18,595.00 |
| TRADE IN ALLOWANCE | N/A |
| NET DIFFERENCE | 18,595.00 |
| STATE TIRE AND LEAD ACID BATTERY FEE | 1.50 |
| | N/A |
| PRE DELIVERY FEE | 349 95 |
| SUB TOTAL | 18,946.45 |
| FLORIDA SALES TAX | 1,184.78 |
| LICENSE & TITLE | 200.00 |
| M.V.W.T. | |
| AMOUNT OWED ON TRADE-IN | N/A |
| TOTAL | 20,131.23 |
| Partial Payment → | 0.00 |
| Rebate -- Cash on Delivery → | N/A |
| Unpaid Balance of Cash Price → | |

Receipt NO. - Amt.

CONTRACTUAL DISCLOSURE STATEMENT: (FOR USED VEHICLE SALES ONLY) "The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."

There are no warranties expressed or implied, made by the seller herein on the vehicle or chassis described on the face hereof. In the case of a new vehicle or chassis the printed Manufacturers New Vehicle Warranty delivered to purchaser with such vehicle or chassis shall apply and the same is hereby made a part hereof as though fully set forth herein. The New Vehicle Warranty is the only warranty applicable to such new vehicle or chassis and is expressly in lieu of all other warranties by the seller, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. In the case of a used vehicle or chassis, the applicability of an existing manufacturer's warranty thereof, if any, shall be determined solely by the terms of such warranty.

BUYER ACKNOWLEDGES AN EXPRESS LIEN ON THE PURCHASED VEHICLE BY SELLER UNTIL ALL SUMS DUE UNDER THE AGREEMENT TO SELLER ARE COLLECTED AND FULLY PAID. IN THE EVENT ANY SUCH SUMS ARE NOT PROMPTLY COLLECTED AND FULLY PAID, BUYER AUTHORIZES SELLER TO RETAKE POSSESSION OF THE SAID VEHICLE AND HOLD THE SAME UNTIL FULL PAYMENT AND COLLECTION DUE HEREUNDER IS EFFECTED AND BUYER AGREES TO PAY ALL COSTS AND EXPENSES IN ACCOMPLISHING THE SAME.

Purchaser agrees that this Contract includes all of the terms and conditions on both the face and reverse side hereof, that this Contract cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby. SIGNING THIS CONTRACT AUTHORIZES SELLER TO INVESTIGATE CUSTOMER'S CREDIT FOR PURPOSES OF OBTAINING LOAN.

VEHICLE MAY HAVE BEEN A PRIOR LEASE OR RENTAL UNIT

[redacted]

BUYER'S SIGNATURE DATE ACCEPTED BY:

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY BRANDON FORD

TIRES PLUS
TOTAL CAR CARE

[illegible] DALL MABRY, TAMPA, FL [illegible]
Florida Motor Vehicle Repair Shop Registration No: MV-[illegible]

INVOICE

INVOICE-R
STORE# 85-59

INVOICE#: [illegible]

SOLD TO: [redacted]

VEHICLE: 2000 FORD EXPEDITION KIRKWOOD [illegible]

CUSTOMER: VISION VIEWS

| [illegible] | DESCRIPTION | [illegible] | [illegible] | [illegible] | [illegible] |
|---|---|---|---|---|---|
| 17 18 DV 134201 | [illegible] DIAGNOSTIC | 1 | [illegible] | [illegible] | [illegible] |
| ********** | | | | | |
| 06 18 DO 1342 | [illegible] | 1 | 0.00 | 0.00 | [illegible] |
| 06 18 DV 1342 | TOTAL OF PARTS & LABOR | 1 | [illegible] | [illegible] | [illegible] |
| ********** | | | | | |
| RUTH #003261139 | | | | | |
| [illegible] 396 5682 | | | | | |
| ********** | | | | | |
| 12 MONTHS ON PARTS AND LABOR | | | | | |
| 1000621230 | | | | | |
| 00 99 DO 6249 | SALES TAX | 1 | [illegible] | 0.00 | [illegible] |
| 47156300611110597 | | | | | |
| 8805 | | | | | |
| 99 95 DO 1377 | MISC SHOP SUPPLIES | 1 | 0.00 | [illegible] | [illegible] |

SUB TOTAL [illegible]
SALES TAX [illegible]
INVOICE TOTAL [illegible]

METHOD OF PAYMENT AMOUNT CHECK/CREDIT # [illegible]

[illegible] [illegible] [illegible]

Customer Signature _____

[illegible]

Visit us at http://www.tiresplus.com

Parts and service warranties attached.
All parts on invoice are new unless otherwise indicated.
U = Used * RC = Reconditioned * RL = Rebuilt

# SERVICE INVOICE


MV-02488

**9090 Adamo Drive**
**Tampa, FL 33619**
**(813) 246-3333**

**Service Hours**
Monday Thru Friday
7:00 AM - 9:00 PM
SATURDAY
8:00 AM - 4:00 PM

**DISCLAIMER OF WARRANTIES**

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

*** SHOP SUPPLIES:** a small charge is included for supplies on your Vehicle. These items are nuts, bolts, washers, aerosprays, solvents, cleaning cloths, sealers, silicone treatment, etc.

**I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW INCLUDING ALL ADD ON REPAIRS LISTED.** X _____

INVOICE TO ----------
[redacted]
TAMPA FL [redacted]
CELL: [redacted] WORK: [redacted]

OWNER INFORMATION -- INVOICE: 013315
[redacted]
TAMPA FL [redacted]
CELL: [redacted] WORK: [redacted]

FOR OFFICE USE ----------
TAG: 0904 ADV: 249 PARKER, S INVOICE: QUOTE CUS C I RT
DATE: WAS INVOICED [illegible]
ODOMETER IN: 56194 OUT: 56194 DIST: 1FA
DATES BEGIN: 09/23/04 DONE: 09/23/04

VEHICLE INFORMATION ----------
VIN 1FMRU15L4Y[redacted] LICENSE NUMBER: FL [redacted]
YR MAKE EXPIRATION MOT DATE 4DR SATURN SUBU
STOCK# 00085330
DATES INSERVICE: 091600 PRODUCTION: 022100 SOLD: 0[illegible]

CONCERN 51 CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON AND SKIPPING ///// ADVISE
VIN 1FMRU15L4Y HAS 39K

| | OPERATION | TECH | AMOUNT |
|---|---|---|---|
| | 5F | 329 | 180.00 |

CAUSE #7,#2 COILS
CORRECTION DIAG AND REPLACE TWO COILS

| PART NUMBER | POS | NOTE | DESCRIPTION | QTY | LIST | SELL | |
|---|---|---|---|---|---|---|---|
| FMC 3W77 12029 AA | | | COIL & BT ASY TON | 2 | 105.91 | 105.91 | 211.82 |

FACTORY
INDICATORS - FRANCHISE: N

TYPE: 05N LINE FLUSH NOS

SUBTOTAL ----------

| | |
|---|---|
| PARTS | 211.82 |
| LAB-MECHANICAL | 180.00 |
| TOTAL CHARGE FOR CONCERN | 391.82 |

GRAND TOTALS ----------

SUMMARY OF CHARGES FOR INVOICE 013315

| | |
|---|---|
| PTS | 211.82 |
| B-MECHANICAL | 180.00 |
| TAL CHARGE | 391.82 |

PAYMENT DISTRIBUTION FOR INVOICE 013315

| | |
|---|---|
| TOTAL CHARGE | 391.82 |
| CASH DUE | 391.82 |

TENTION: THE FOLLOWING INVOICES ALSO EXIST
INT - INTERNAL
YOU HAVE ANY QUESTIONS - PLEASE SEE SCOTT A. PARKER
ECT PARTS CARRY A 12 MONTH 12000 MILE WARRANTY WHICH EVER OCCURS
ST AGAINST DEFECT FROM DATE OF INSTALLATION FROM FORD MOTOR CO.
OR VEHICLE REPAIR REGISTRATION CERTIFICATE MV-02488

BW
B 912
UNP

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Brandon Ford

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*** SHOP SUPPLIES:** a small charge is included for supplies on your Vehicle. These items are nuts, bolts, washers, aerosprays, solvents, cleaning cloths, sealers, silicone treatment, etc.

$15.00 FOR DAILY STORAGE BEYOND 3 DAYS

**I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW INCLUDING ALL ADD ON REPAIRS LISTED.** X _____

INVOICE TO

[redacted]

TAMPA FL [redacted]

CELL: [redacted] WORK: [redacted]

DRIVER/OWNER INFORMATION — INVOICE: 032800

[redacted]

TAMPA FL [redacted]

CELL: [redacted] WORK: [redacted]

VEHICLE INFORMATION

VIN: [redacted] LICENSE NUMBER

DATES: INSERVICE: 091600 PRODUCTION: 022100 SOLD: 052305

CAUSE: 52.4 COIL AND O-RING SENSOR

CORRECTION: DIAG FOUND COILS P0304,P0302,P0302

COMMENT: REPLACE 2 AND 4 COILS AND OPPT SENSOR

| PART NUMBER | POS | DESCRIPTION | QTY | LIST | SELL | OPERATION | TECH | AMOUNT |
|---|---|---|---|---|---|---|---|---|
| | | | | | | SP | 327 | 275.00 |
| FMC 3077 | 7D379 AA | COIL ASY - IGNITION | 2 | 121.64 | 121.64 | | | 243.28 |
| FMC 7777 | 9J460 AA | SPARK ASY | 1 | 87.84 | 87.84 | | | 87.84 |

TYPE: USN LINE FLAGS: NOS

SUBTOTAL

| | |
|---|---|
| PARTS | 331.12 |
| LAB-MECHANICAL | 275.00 |
| TOTAL CHARGE FOR CAUSE | 606.12 |

CAUSE: REAR WIPER MOTOR BAD

CORRECTION: DIAG REPAIR REAR WIPER MOTOR

| PART NUMBER | POS | DESCRIPTION | QTY | LIST | SELL | OPERATION | TECH | AMOUNT |
|---|---|---|---|---|---|---|---|---|
| | | | | | | SP | 329 | 90.00 |
| FMC 4017 | 17400 AA | MOTOR ASY - WIPER | 1 | 82.31 | 82.31 | | | 82.31 |

TYPE: USN LINE FLAGS: NOS

SUBTOTAL

| | |
|---|---|
| PARTS | 82.31 |
| LAB-MECHANICAL | 90.00 |
| TOTAL CHARGE FOR CAUSE | 172.31 |

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE 032800

| | |
|---|---|
| PARTS | 413.43 |
| LAB-MECHANICAL | 315.00 |
| TOTAL CHARGE | 728.43 |

PAYMENT DISTRIBUTION FOR INVOICE 032800

| | |
|---|---|
| TOTAL CHARGE | 728.43 |
| CASH DUE | 728.43 |

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Check Mon

4/29/05

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$15.00 FOR DAILY STORAGE BEYOND 3 DAYS

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$15.00 FOR DAILY STORAGE BEYOND 3 DAYS

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW INCLUDING ALL ADD ON REPAIRS LISTED. X _____

# SERVICE INVOICE


MV-02488

**Service Hours**
Monday Thru Friday
7:00 AM - 9:00 PM
SATURDAY
8:00 AM - 4:00 PM

**9090 Adamo Drive**
**Tampa, FL 33619**
**(813) 246-3333**

**DISCLAIMER OF WARRANTIES**

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

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[redacted]

[redacted]

BlueOvalCertified Ford

www.erniehaireford.com

Ernie Haire Ford

BlueOvalCertified Ford

MVR# MV11112

(CHECK (✓) APPROPRIATE BOX)

| CLAIMS REVIEW | AUTHORIZATION TO SUBMIT CLAIM | PARTS SCRAP OUT |
|---|---|---|
| $ PARTS | $ LABOR | $ TOTAL |

Authorized Signature And Date

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD

(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)

9545 N. FLORIDA AVE.
TAMPA, FLORIDA 33612
(813) 930-6400

THE WARRANTY ON ALL CAR AND LIGHT TRUCK REPAIR PARTS IS 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED OR AN X OR RM APPEARS IN THE SUFFIX OF THE PART NUMBER.

| Adv: CLIFTON BRADFORD | Tag: 5401 | License: | 1FMRU1564 YL[redacted] | Page: 1 | Invoice: C08124 |
|---|---|---|---|---|---|

**Invoice to**

[redacted]
TAMPA, FL [redacted]
Email:
Home: [redacted]

**Driver/Owner Information**

[redacted]
TAMPA, FL [redacted]
Email:
Home: [redacted]

**For Office Use**

Odometer In: 90797 Out: 90797 | Dist: 1FA CUS C | Prelim

Begin: 07/06/07 | Done: 07/07/07 | Invoiced: 07/07/07 11:17 BF

**Vehicle Information**

00 FORD EXPEDITION XLT 2WD 4DR SPTUTY

Inservice: 09/16/00 | Production: 02/21/00

**Customer Concern**

Concern +11
Correction
Parts

COOLING SYSTEM SERVICE
COMPLETED

| Part Number | PO# | Note | Description |
|---|---|---|---|
| 020 5901 | | NSTK | COOLANTKIT |
| FMC VC | 5 | | ANTI-FREEZE |

Tech 043 CALVERT, JASON

Type: C

| Operation | Tech | Amount |
|---|---|---|
| 11 | 043 | * |
| Quantity | | Sell |
| 1 | | |
| 1 | | |
| | Subtotal | |
| TOTAL CHARGE FOR CONCERN | | 89.95 |

Concern 35
Correction
35 - 1
35 - 2

INSPECTION
COMPLETED
CHECKED AND OK-BRAKES ARE IN THE GREEN ZONE
TIRES ARE IN THE YELLOW ZONE-MAY REQUIRE FUTURE ATTENTION
Tech 043 CALVERT, JASON

Type: C

| Operation | Tech | Amount |
|---|---|---|
| 99P | 043 | |
| GBK | 043 | |
| YTIRE | 043 | |
| | Subtotal | |

Concern 51
Correction
Parts

CUSTOMER STATES CHECK ENGINE LIGHT STAYS ON-HAS POOR ACCELERATION-HAS OUTSIDE WARRANTY
VERIFIED CK ENGINE LIGHT. REPLACED EGR VALVE, DPFE, AND CLEANED EGR PORTS. PERFORMED QUICK TEST OK.

| Part Number | PO# | Note | Description |
|---|---|---|---|
| FMC F75Z 9D475 DA | | | VALVE - EXHAUST GAS |
| FMC * E6AZ 9D476 B | | | GASKET |
| FMC * F77Z 9J460 AB | | | SENSOR ASY |
| FMC F65Z 9L437 A | | | GASKET |

Tech 043 CALVERT, JASON

| Operation | Tech | Amount |
|---|---|---|
| CP | 043 | 387.21 |
| Quantity | Sell | |
| 1 | 94.71 | 94.71 |
| 1 | 2.67 | 2.67 |
| 1 | 126.67 | 126.67 |
| 1 | 4.45 | 4.45 |

MISCELLANEOUS SHOP SUPPLIES AND WASTE DISPOSAL CHARGES:
"This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal."
The state of Florida requires a $1.00 fee to be collected for each new tire sold in the state (s.403.718) and a $1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

CHARGE AUTHORIZED BY: X

UCS©2004

CUSTOMER

BlueOvalCertified

www.erniehaireford.com

Ernie Haire Ford

BlueOvalCertified

MVR# MV11112

(CHECK (✓) APPROPRIATE BOX)

| CLAIMS REVIEW | AUTHORIZATION TO SUBMIT CLAIM | PARTS SCRAP OUT |
|---|---|---|
| $ PARTS | $ LABOR | $ TOTAL |

Authorized Signature And Date

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD

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| Adv: CLIFTON BRADFORD | Tag: 5401 | License: | 1FMRU1564 YL[redacted] | Page: 2 | Invoice: C08124 |
|---|---|---|---|---|---|

| | |
|---|---|
| Invoice to: [redacted] | Driver/Owner: [redacted] |
| Invoiced: 07/07/07 11:17:56 BF | 00 FORD EXPEDITION XLT 2WD 4DR SPTUTY |

| | | | |
|---|---|---|---|
| Type: C | | Subtotal | |
| | | PARTS | 228.50 |
| | | LAB-MECHANICAL | 387.21 |
| | | TOTAL CHARGE FOR CONCERN | 615.71 |
| Concern 52 | CUSTOMER STATES VEHICLE PULLS HARD TO THE RIGHT-ADVISE | Operation / Tech / Amount | |
| Correction | VERIFIED PULL, INSPECTED VEHICLE NEEDS PITIMAN ARM,REAR SWAY BAR LINK BUSHINGS, AND FRONT HUB BEARINGS REPACKED, AND ALIHGNMENT. CUSTOMER DECLINED REPAIRS<br>Tech 043 CALVERT, JASON | NC / 043 / .00 | |
| Type: C | | Subtotal | |
| Concern 53 | CUSTOMER REQUEST-REINSTALL R/F DOOR MIRROR GLASS IF POSSIBLE-ADVISE | Operation / Tech / Amount | |
| Correction | CAN NOT REINSTALL, GOT ESTIMATE IN PASSENGER DOOR MIRROR CUSTOMER DECLINED REPAIR<br>Tech 043 CALVERT, JASON | NC / 043 / .00 | |
| Type: C | | Subtotal | |
| Concern 54 | CUSTOMER STATES GETTING WATER LEAKING INSIDE AT L/F INTERIOR A-PILLAR POST PULL HANDLE DURING A RAIN-ADVISE | Operation / Tech / Amount | |
| Correction | REPORTS WATER LEAKING AT L/F INTERIOR A-PILLAR. UNABLE TO VERIFY<br>Tech 043 CALVERT, JASON | NC / 043 / .00 | |
| Type: C | | Subtotal | |

| Summary of Charges for Invoice C08124 | | Payment Distribution for Invoice C08124 | |
|---|---|---|---|
| PARTS | 266.72 | TOTAL CHARGE | 700.68 |
| SERVICE MATERIAL | 20.00 | | |
| LAB-MECHANICAL | 438.94 | CASH DUE | 700.68 |
| 10% OFF PTS AND LBR | 70.82- | | |
| SUB-TOTAL | 654.84 | | |
| SALES TAX | 39.29 | | |
| SALES TAX | 6.55 | | |
| TOTAL CHARGE | 700.68 | | |

CALL 293-2773
If you have any questions - please see CLIFTON BRADFORD
YOU MAY RECEIVE A SURVEY IN THE MAIL DIRECTLY FROM FORD MOTOR COMPANY

MISCELLANEOUS SHOP SUPPLIES AND WASTE DISPOSAL CHARGES:
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CHARGE AUTHORIZED BY: X

UCSC2004

Ford | LINCOLN | MERCURY

**GENUINE PARTS & SERVICE**

## Multi-Point Inspection Report Card As Recommended by Ford Motor Company

Customer Name: _____ Year/Model: Expedition/00 Date: 7/05/07

RO/ Tag: 5461 Mileage: _____

CHECKED AND OKAY AT THIS TIME | MAY REQUIRE FUTURE ATTENTION | REQUIRES IMMEDIATE ATTENTION

### Check Fluid Levels and Fill

| OK | FILL | | OK | FILL | |
|---|---|---|---|---|---|
| ✓ | | Engine Oil | ✓ | | Power Steering |
| ✓ | | Transmission (if equipped with dipstick) | ✓ | | Coolant Recovery Reservoir |
| ✓ | | Brake Reservoir | ✓ | | Window Washer |

### Check Following Systems / Components

| | | |
|---|---|---|
| ✓ | | Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps |
| ✓ | | Windshield washer spray, wiper operation and wiper blades |
| ✓ | | Windshield for cracks, chips and pitting |
| ✓ | | Radiator, heater, and air-conditioning hoses for leaks and damage |
| | ✓ | Engine air filter |
| ✓ | | Inspect cabin air filter (if equipped) |
| ✓ | | Oil and/or fluid leaks |
| ✓ | | Constant velocity (CV) drive axle boots (if equipped) |
| ✓ | | Exhaust system (leaks, damage, loose parts) |
| ✓ | | Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed) |
| | ✓ | Steering and steering linkages |
| | ✓ | Shocks/struts and other suspension components for leaks and/or damage |
| | | Brake system (including lines, hoses, and parking brake) and wheel end for end-play and bearing noise |
| | ✓ | Engine Cooling system, hoses and clamps |
| ✓ | | Accessory drive belt(s) |
| | | Clutch operation (if equipped) |

**State Inspection Due (If Applicable)** ___/___/___ (MO / DAY / YEAR)

Comments: Tune-up
Fuel Injections Svc
Coolant Flush, Trans Flush
Air + Fuel Filter
Pitman Arm, Rear Sway bar Bushings
Chassis Lube

This Courtesy Inspection Completed by Your Dealership Team!

### Check Battery

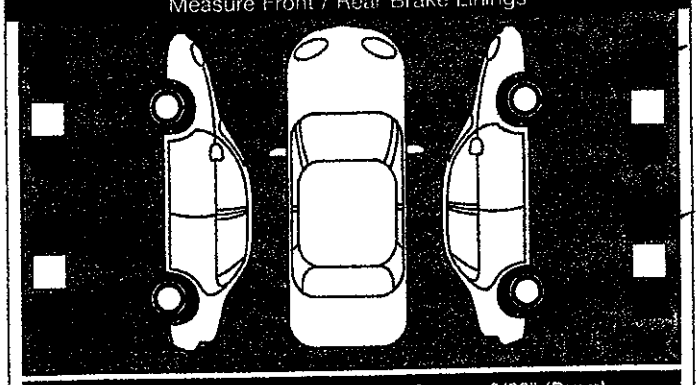
Good / Recharge / Bad

Factory Spec Cold Cranking Amps: _____

Actual Cold Cranking Amps: _____

Battery Terminals (Clean if necessary): Good / Bad

### Check Brakes
Measure Front / Rear Brake Linings



Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)

3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"

Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

Brake Measurements Not Taken This Service Visit ☐

Comments: Front Hub bearings have excessive play - Advised

### Check Tires

TREAD DEPTH

| LF | | RF |
|---|---|---|
| 7/32 or Greater | | 7/32 or Greater |
| ✓ 4/32 to 6/32 | | 4/32 to 6/32 ✓ |
| 3/32 or less | | 3/32 or less |
| ✓ 7/32 or Greater | | 7/32 or Greater ✓ |
| 4/32 to 6/32 | | 4/32 to 6/32 ✓ |
| 3/32 or less | | 3/32 or less |
| LR | | RR |

WEAR PATTERN / DAMAGE

LF ✓ | RF ✓
LR ✓ | RR ✓

Tire Wear Indicates:
✓ Alignment Check Needed ☐ Wheel Balance Needed

Comments: _____

Tire Pressure Set to Factory Recommended PSI FRONT ☐ REAR ☐

Service Advisor: _____

Technician: _____ Customer Signature: _____

  Customer Copy 10-37222983

VOID VOID VOID VOID VOID VOID VOID

DATE 03052143 TIME
07/07/2007 001 03:11:09pm
ERNIE HAIRE FORD - RENTAL
9545 NORTH FLORIDA AVE
TAMPA, FL 33612
813-933-6571

When you provide a check as payment you authorize us to use information from your check to process a one-time Electronic Funds Transfer(EFT) or draft drawn from your account,or to process the payment as a check transaction. You also authorize us to process credit adjustments, if applicable. If your payment is returned unpaid, you authorize us to collect your payment and the Return Fee amount below by EFT(s) or draft(s) from your account.

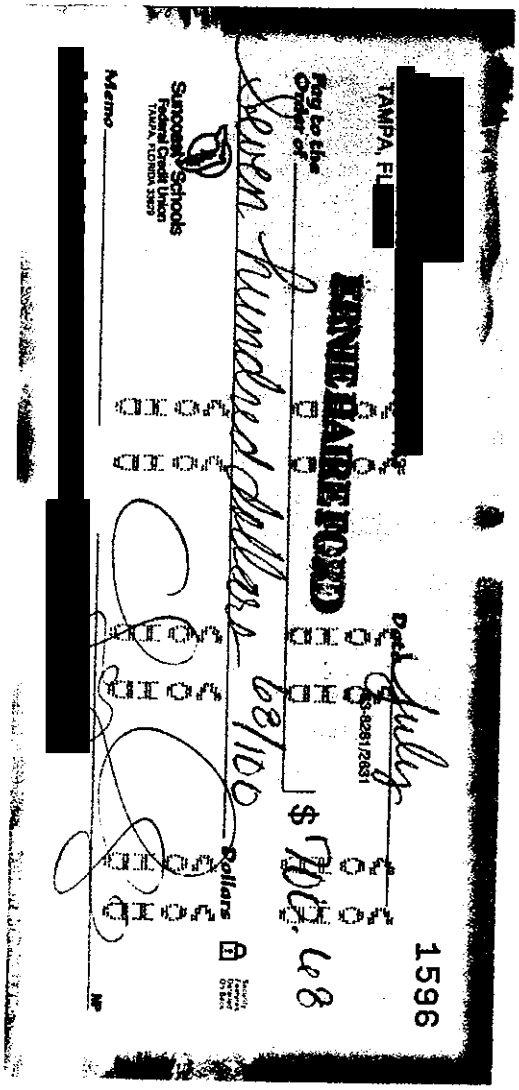
ELECTRONIC CHECK

SALE AMT $700.68

RETURN FEE AMT $40.00

TRANS # 002 BATCH # 078
TRACE # 140031000000214138879 8
CHECK # 1596 APP CODE 1173

QUESTIONS? CALL 1-800-697-3263



**Customer Receipt**

Safelite® AutoGlass

SAFELITE AUTOGLASS
4214 N ARMENIA AVE
TAMPA,FL 33607
** SERVICE QUESTIONS **
** CALL 727-373-0704 **

Date & Time: 07/16/10 12:32PM

#MV10586

Customer:
[redacted]
TAMPA,FL [redacted]

Home Phone: [redacted]
Work Phone:
Contact Phone
Work Order#: 01853_627016
(00752_627016)

| Year | Make | Model |
|---|---|---|
| 2000 | FORD | EXPEDITION |

| License | Style | Stock/Unit# |
|---|---|---|
| [redacted] | 4 DOOR UTILITY | |

| Mileage | VIN | Purchase-Order# |
|---|---|---|
| 100000 | 1FMRU1564YL[redacted] | |

| Qty | Part | List Price | Selling Price | Flat Labor | Kit | MTRL |
|---|---|---|---|---|---|---|
| 1 | DW01256 GBN | 240.70 | 96.28 | 112.00 | 30.00 | 0.00 |

| Technician Name | Tech ID |
|---|---|
| HILSON,JEFFERY | 1853-043 |

Technician Note:

## VEHICLE POST-INSPECTION COMMENTS:

Time Recorded 07/16/10 12:32PM
Vehicle Type:
Comments:

rusty pinchweld

## CONDITION OF VEHICLE COMPONENTS:

Seats : _X_ Good ___ Previous Damage
Notes/Memo:

Dash : _X_ Good ___ Previous Damage
Notes/Memo:

Carpet/Headliner : _X_ Good ___ Previous Damage
Notes/Memo:

Pillars/Posts : _X_ Good ___ Previous Damage
Notes/Memo:

Exterior Finish : _X_ Good ___ Previous Damage
Notes/Memo:

Trim/Molding : _X_ Good ___ Previous Damage
Notes/Memo:

Install Area Rust : _X_ Good ___ Previous Damage
Notes/Memo:

Addl Damage : _X_ Good ___ Previous Damage
Notes/Memo:

| | |
|---|---|
| Part Subtotal: | 126.28 |
| Flat Labor Subtotal: | 112.00 |
| Subtotal: | 238.28 |
| Sales Tax: | 16.68 |
| Deductible: | 0.00 |
| Amount to Collect: | 0.00 |
| Amount Paid: | 0.00 |
| Amt Remaining: | 0.00 |

[redacted]

Tampa FL [redacted]

ODI Complaint #
10339824

UNITED STATES POSTAL SERVICE

1000

20590

U.S. POSTAGE
PAID
TAMPA, FL
33611
NOV 17, 10
AMOUNT
$1.39
00082261-16

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defect Investigations (NVS-210)

1200 New Jersey Ave SE
West Building

Washington DC 20590

FIRST CLASS