

NEF-010

CL-10586962-4971

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

[REDACTED]
Baltimore, Md [REDACTED]
January 15, 2016

JAN 23 2016

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, DC 20590

Dear Sir or Madam;

I filed another Complaint with the Ford Motor Company
about their product which I own. I've receive No
Satisfaction!!! -from my Complaint dated April 26, 2014.

Enclosed all my Complaints.

Sincerely,

[REDACTED]

NM
22216
LD

[REDACTED]
Baltimore, Md. [REDACTED]
January 15, 2016

Mr. Mark Fields
C.E.O.
Ford Motor Company
P.O. Box 6248
Dearborn, Michigan 48126

Dear Mr. Fields :

My 2008 Ford Taurus has less than 45,000 miles on it. According to the window Vehicle Description, my Taurus have power folding exterior mirrors. I could not find the switch for it. I went to two Ford Dealers, I was told there is no power folding exterior mirrors on my 2008 Ford Taurus. I asked a Ford Salesperson why did Ford list power folding exterior mirrors on the window sticker and there is none. He said this is what Ford does. My 2008 Ford Taurus engine Knocks and the car shifts hard on take off and slow down. The brake booster squeaks louder than the car engine at times when I apply the brake pedal. The fuel indicator does not work properly. My Taurus, like my 2003 Ford Explorer, doing long periods of rain, water comes in my ceiling lights down on my console.

My 2007 Ford Mustang GT has less than 53,000 miles on it. The transmission has malfunction. The Professionals at the Transmission Shop said this is a Ford problem. He said this is the same Ford

malfunction problem that cost me over \$3000.00 in repair done in my 2003 Ford Explorer. Radio, power amplifiers loose power while the radio is playing, the CD Slot does not work, does not operate. The engine front crank oil seal blew out, causing engine to leak oil while driving. While replacing the front oil seal, I found sealant on the timing cover and oil seal. It look like this was done at the Ford Manufacturer. There is a scar or cut found in the timing cover. A new crank oil seal was put in and new black sealant put back in the same area. The Mechanics at the tire shop said my 2007 Mustang GT needs ball joints replacement. At less than 53,000 miles, does it need ball joints replacement?

Because of the transmission malfunction, I will NOT be able to take this 2007 Mustang GT to get the AIR BAG RECALL SERVICE Done. Ford Recall.

2008 Ford Taurus, 2007 Ford Mustang GT, 2003 Ford Explorer, none of these in good driving Condition.

Enclosed: find a copy of my 2008 Taurus window sticker, my complaint to the Ford Motor Company and the letter from Ford showing that Ford has no concern What so ever. Also other Complaints.

Sincerely,



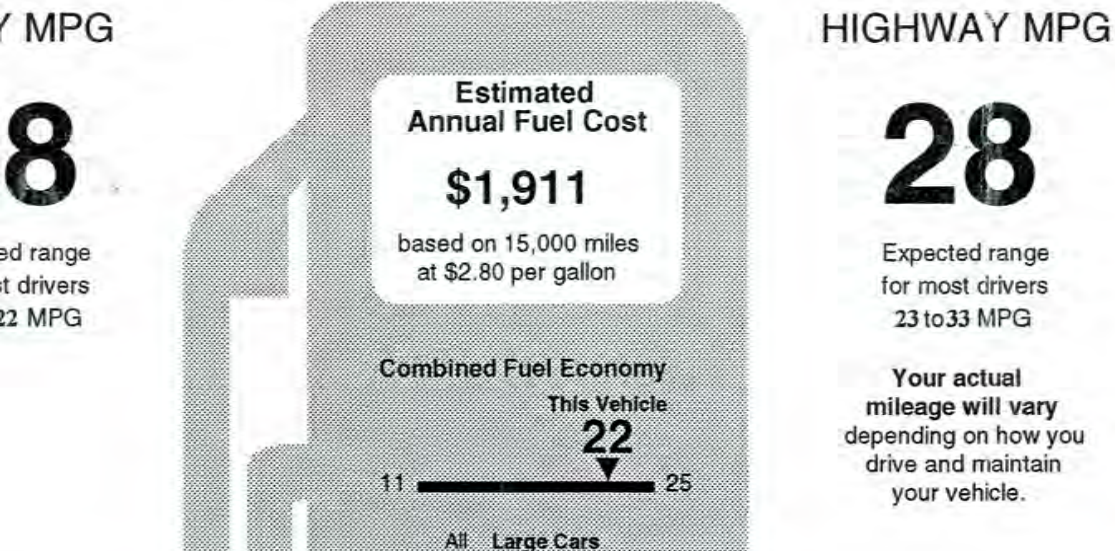
cc: National Highway Traffic Safety Administration

ALUMINUM WHEELS
 3-BAR GRILLE
 HEADLAMPS
 PS
 FOLDING EXTERIOR
 ENTRY KEYPAD
 MATE CONTROL
 POWER DRIVER'S SEAT
 D PLAYER W/CLOCK
 IO INPUT JACK
 STEERING WHEEL
 IO CONTROLS
 CTR W/COMPASS
 IN INTERIOR ACCENTS
 CHROMIC MIRROR
 REAR FLOOR MATS
 OTTLE HOLDERS

FUNCTIONAL
 • FRONT WHEEL DRIVE
 • TRACTION CONTROL
 • POWER WNDWS/LOCKS/MIRRORS
 • POWER STEERING
 • 20 GALLON FUEL TANK
SAFETY/SECURITY
 • PERSONAL SAFETY SYSTEM
 • FRONT SEAT SIDE AIRBAGS
 • SAFETY CANOPY - 2 ROWS
 • ANTI-LOCK BRAKING SYSTEM
 • TIRE PRESSURE MONITOR SYS
 • LATCH CHILD SAFETY SYSTEM
 • SECURILOCK PASS ANTI THEFT
 • OCCUPANT CLASSIFICATION SYS
 • CHILD SAFETY REAR DR LOCKS
WARRANTY
 • 3YR/36,000 BUMPER / BUMPER
 • 5YR/60,000 POWERTRAIN
 • 5YR/60,000 ROADSIDE ASSIST

EPA Fuel Economy Estimates

These estimates reflect new EPA methods beginning with 2008 models.



See the FREE Fuel Economy Guide at dealers or www.fueleconomy.gov

037 of Baltimore Inc y Blvd MD 21244	ONE CF03	DEALER NO. [REDACTED]	METHOD OF TRANSP. CONVOY
		ITEM #: [REDACTED]	
(R THAN SOLD TO)	TWO	1FAHP24W78G [REDACTED]	
		[REDACTED]	
	FINAL ASSEMBLY POINT	This label is affixed pursuant to the Federal Automobile Information Disclosure Act. Gasoline, License, and Title Fees, State and Local taxes are not included.	

INCLUDED ON THIS VEHICLE
ORDER CODE 110A

OPTIONAL EQUIPMENT
 INTERIOR CONVENIENCE PACKAGE 895.00
 .AM/FM/CDX6 MP3 RADIO
 .DUAL ZONE AUTO A/C
 .AUTO HEADLAMP ON/OFF DELAY
 .POWER DRIVER SEAT RECLINER
 .DOOR TRIM APPLIQUE
 SAFETY AND SECURITY PACKAGE 695.00
 .ANTI-THEFT PERIMETER ALARM
 .HTD PWR MIRR W/PUDDLE LAMPS
 .REMOTE PERIMETER LIGHTING
 .ADVANCE TRAC ESC
 POWER MOONROOF 895.00
 SYNC SYSTEM 395.00
 REAR WINDOW SUNSHADE 225.00
 SIRIUS SAT RADIO W/6 MOS SVC 195.00
 HEATED SEATS, FRONT 240.00
 REVERSE SENSING SYSTEM 295.00
 LEATHER SEATING 895.00
 ADJUSTABLE PEDALS 120.00

TOTAL VEHICLE & OPTIONS 28,485.00
 DESTINATION & DELIVERY 800.00

TROPHY CASE

RATED THE **SAFEST**
FULL-SIZE CAR IN AMERICA



www.nhtsa.gov

With Electronic Stability Control. Based on NHTSA 5-star frontal and side crash test ratings and IIHS "Top Safety Pick"

TOTAL MSRP \$29,285.00

GOVERNMENT SAFETY RATINGS

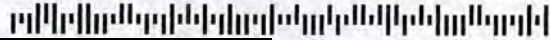
Frontal Crash	Driver Passenger	★★★★★
Star ratings based on the risk of injury in a frontal impact. Frontal ratings should ONLY be compared to other vehicles of similar size and weight.		
Side Crash	Front seat Rear seat	★★★★★
Star ratings based on the risk of injury in a side impact.		
Rollover		★★★★
Star ratings based on the risk of rollover in a single vehicle crash.		



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121-1904



48943/024472/0080



BALTIMORE, MD

December 2015

***** IMPORTANT SAFETY RECALL *****
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Safety Recall Notice 14B09 / NHTSA Recall 14V-802
Aviso de Revisión de Seguridad 14B09

2007 Mustang

Your Vehicle Identification Number (VIN): 1ZVHT82H875

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

In certain vehicles, the front driver side air bag inflator housing may rupture and deploy abnormally in the event of a crash necessitating deployment of the driver side frontal airbag. An inflator rupture could result in metal fragments striking the driver or other occupants resulting in serious injury or death.

Ford Motor Company previously notified you of this issue in connection with related Safety Recall 15S21 on your vehicle. This Safety Recall 14B09 is an interim repair to have the front driver side air bag inflator replaced in your vehicle, while Ford works closely with its suppliers to produce parts for the permanent repair under Safety Recall 15S21. **It is important that you have this interim repair completed as soon as possible.** Ford Motor Company will send you a separate notification when service parts become available for the permanent repair.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to replace the driver airbag inflator free of charge (parts and labor). Coverage is automatically transferred to subsequent owners.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Removable Reminder

VIN # 1ZVHT82H875200405



What should you do?

Please call your dealer without delay and request a service date for Safety Recall 14B09. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 14V-802.

Thank you for your attention to this important matter.

Ford Customer Service Division

[REDACTED]
Baltimore, Md. [REDACTED]

January 15, 2016

Better Business Bureau (C-BBB)
3033 Wilson Boulevard
Suite 600
Arlington, Virginia 22201

Dear Sir or Madam;

I filed another complaint with the Ford Motor Company about their product which I own. I've receive NO Satisfaction!!! - from my Complaint dated April 26, 2014.

Enclosed all my complaints.

Sincerely,

[REDACTED]

Baltimore, Maryland

April 26, 2014

Mr. Alan Mulally, CEO
Ford Motor Company
P.O. Box 685
Dearborn, MI 48126-0685

Dear Sir;

On Monday, February 03, 2014, I started y 2003 Ford Explorer, it would not crank. I purchased a new battery, put it in, hooked it up, turned the key, starter relay kicked in, the engine still would not crank. I called the mechanic at the One Stop Auto Part, Inc, Garage. They sent a flat bed truck and towed it to their garage.

On Wednesday February 05, 2014 the Mechanic informed me that the engine had seized. There was no warning from the dash gauge indicators, no bad engine sounds, motor oil was at the proper level. The only motor oil I, ever used in my Explorer was Motor Craft 5 W 30 oil. The Ford Motor Company did not inform me that the V6 engine in the Explorer may seize. According to the Haynes Repair Manual, Ford Explorer 2002 thru 2010, the V6 engines may seize. My engine seized.

It cost me \$3,669.98, for the replacement engine. I am asking to re reimbursed, 3,669.98 for the replacement engine and \$154.59 for the new battery by the Ford Motor Company.

On Wednesday June 01, 2011, I purchased a new battery from Koons Ford Part Dept., for my 2007 Mustang Gt. 2 weeks later I notice corrosion build up around the positive battery cable and post. I cleaned the corrosion from the cable & post. It only got worse. Time after time I cleaned corrosion from the positive cable and post. I told Mr. Todd Pendergrast about the defective battery. He told me to take my Mustang to Koons Ford Service Dept. I did not take my Mustang GT to Koons Ford Service Dept., because some Koon's Ford personnel were involved in the insurance fraud, perjury and scandal, dealing with my 1993 Ford Mustang Gt.

The defective motor craft battery damaged the positive battery cable and part of the Mustang apron. The defective motor craft battery, positive post popped up from the battery leaking more acid. I purchased a new battery cable from Koon's Ford parts dept., at the cost of \$153.21. I purchased a new none ford battery at the cost of \$128.09. I am asking to be reimbursed \$153,21 for the new battery cable and \$128.09,

.....

April 26, 2014

Page 2

for the new battery, because of the defective motor craft battery. According to the Haynes repair manual, my 2007 Mustang GT engine may also seize. The Ford Motor Company has not informed me of this yet.

Enclosed:

receipt - battery \$102.57

receipt - battery \$128.09

receipt - battery \$154.59

receipt - battery cable \$153.21

receipt - engine \$3,669.98

Haynes repair manual - copy-explore engine seize

Haynes repair manual-copy- mustang engine seize

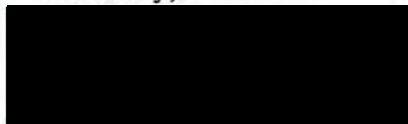
Cc: Administrator

National Highway Traffic Safety Administration

1200 New Jersey Ave. S.E.

Washington, DC 20590

Sincerely,





HOURS
MON - FRI 7:00 - 5:30
SATURDAY 8:00 - 4:00



KOONS FORD of BALTIMORE

6970 SECURITY BLVD
BALTIMORE, MD 21244
www.koons.com



WHOLESALE DIRECT

410-281-2645
Toll Free: 1-800-247-9013

Invoice to:	Payment	Cash
WHOLESALE CASH	Page	1
	Invoice#	
	Original Inv#	
	Invoiced	06/01/11 10:42
	PO#	
	Tax#	
	Salesperson	TODD PENDERGRAST

For Office Use	Vehicle Information
Slsp/Proj: 054/969 Stn: X0D Prt: X0S Lines: 1 Added: 06/01/11 10:40 28J001 77 003 Comp W	

PART NUMBER	DESC	BIN	QTY	LIST	SELL	TOTAL
BXT96R500	BATTERY	162	1	109.95	96.76	96.76



Parts	Accessories	Misc/Deposits	Subtotal	Tax	Total Due
96.76	.00	.00	96.76	5.81	102.57

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. 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 This Item/Items.

X

sears

AUTO CENTER

6963 - Sears, Roebuck and Co. 7885 Eastpoint Mall
Baltimore, MD 21224 (410) 288-7795

FINAL INVOICE
INVOICE DATE: 02/21/2014

EPA Number: Facility Number:

NAME: [REDACTED] ADD: BALTIMORE, MD [REDACTED] PRI: [REDACTED] SEC: [REDACTED]	YEAR/MAKE/MODEL NO VEHICLE LICENSE # [REDACTED] NOT ON-SITE V.I.N. [REDACTED] COLOR [REDACTED] LOCATION [REDACTED] ODOMETER IN [REDACTED] ODOMETER OUT [REDACTED] TIME IN [REDACTED] TIME OUT [REDACTED] PROMISED TIME [REDACTED]	TAG # [REDACTED]	INITIAL ESTIMATE PARTS \$120.89 LABOR \$0.00 OTHER \$0.00 TAX \$7.20 TOTAL \$128.09	REVISED ESTIMATE	PHONE AUTHORIZATION APPROVED BY: [REDACTED] CONTACTED BY: [REDACTED] NUMBER CALLED: [REDACTED] DATE / TIME CALLED: [REDACTED]	REF. NUM. [REDACTED] CREATED BY: 429589 INVOICED BY: 429589 LOCAL PURCHASE PO NUMBER: [REDACTED]
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AIR PRESSURE FRONT / REAR
REFER TO TIRE GUIDE

WHL TORQUE SPECIFICATION
REFER TO TIRE GUIDE

See reverse for important warranty terms
and other information.

COMMENTS/REQUESTS OR ALTERNATE CONTACTS:

WORK AUTHORIZED BY:
X

QTY	ITEM #	DESCRIPTION OF MERCHANDISE	PRICE EACH	TOTAL	TECH	CSA
1	PS 22850840	BATRY, GOLD DH GP 40R N	\$119.99	\$119.99 T		429589
1	AC 082027	CORE VALUE TAX	\$0.90	\$0.90		429589

RETAIN FOR COMPARISON WITH MONTHLY
STATEMENT OR FOR RETURN OR EXCHANGE

Parts Subtotal: \$120.89
Labor Subtotal: \$0.00
Reductions Subtotal: \$0.00
Subtotal: \$120.89
Tax: 6.000% \$7.20
Total: \$128.09

Cash Tendered: \$130.00
Change Due: -\$1.91

Visit us at [REDACTED]

SALESCHECK # [REDACTED]

ITEM / WARRANTY INFORMATION / LABOR DETAILS / COMMENTS

Aftermarket TPMS Available. Verify TPMS.

WARRANTY:

22850840 : 36 Months Full Replacement Warranty - 36 Month Total Warranty

ALL NEW, NON-OEM PARTS UNLESS OTHERWISE SPECIFIED.

ALL LUG NUTS ON CUSTOM AND ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

sears

AUTO CENTER

6744 - Sears, Roebuck and Co. 8200 PERRYHALL BLVD
Whitemarsh, MD 21236 (410) 931-5595

FINAL INVOICE
INVOICE DATE: 02/03/2014

EPA Number: Facility Number:

NAME: [REDACTED]	YEAR/MAKE/MODEL 2003 FORD TRUCK EXPLORER V6-245 4.0L SOHC	TAG #	INITIAL ESTIMATE	REVISED ESTIMATE	PHONE AUTHORIZATION	REF. NUM.
ADD: BALTIMORE, MD [REDACTED]	LICENSE #	COLOR	PARTS \$145.89			[REDACTED]
PRI: [REDACTED]	V.I.N.	LOCATION	LABOR \$0.00		APPROVED BY:	CREATED BY: 509455
SEC:	ODOMETER IN	ODOMETER OUT	OTHER \$0.00		CONTACTED BY:	INVOICED BY: 509455
TIRE INSTALLATION INSTRUCTIONS	TIME IN	TIME OUT	TAX \$8.70		NUMBER CALLED:	LOCAL PURCHASE PO NUMBER:
	PROMISED TIME		TOTAL \$154.59		DATE/TIME OF ESTIMATE 02/03/2014 02:01 PM	DATE / TIME CALLED:
AIR PRESSURE FRONT / REAR 30/35 - ALL O.E. APPLICATIONS	WHL TORQUE SPECIFICATION YLW/100 - ALL O.E. APPLICATIONS	See reverse for important warranty terms and other information.				

COMMENTS/REQUESTS OR ALTERNATE CONTACTS:

WORK AUTHORIZED BY:

X

QTY	ITEM #	DESCRIPTION OF MERCHANDISE	PRICE EACH	TOTAL	TECH	CSA
1	PS 22850865	BATRY, GOLD DH GP 65 N	\$144.99	\$144.99 T		509455
1	AC 082027	CORE VALUE TAX	\$0.90	\$0.90		509455

RETAIN FOR COMPARISON WITH MONTHLY
STATEMENT OR FOR RETURN OR EXCHANGE

Parts Subtotal:	\$145.89
Labor Subtotal:	\$0.00
Reductions Subtotal:	\$0.00
Subtotal:	\$145.89
Tax: 6.000%	\$8.70
Total:	\$154.59

Cash Tendered: \$170.00
Change Due: -\$15.41

Visit us at [REDACTED]

SALESCHECK # [REDACTED]

ITEM / WARRANTY INFORMATION / LABOR DETAILS / COMMENTS

Factory TPMS Available. Verify TPMS.

WARRANTY:

22850865 : 36 Months Full Replacement Warranty - 36 Month Total Warranty

ALL LUG NUTS ON CUSTOM AND ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

ALL NEW, NON-OEM PARTS UNLESS OTHERWISE SPECIFIED.



HOURS
MON - FRI 7:00 - 5:30
SATURDAY 8:00 - 4:00



KOONS FORD of BALTIMORE

6970 SECURITY BLVD
BALTIMORE, MD 21244
www.koons.com



WHOLESALE DIRECT

410-281-2645
Toll Free: 1-800-247-9013

Invoice to: [REDACTED]	Payment	Cash
WHOLESALE CASH	Page	1
	Invoice#	[REDACTED]
	Orig Inv#	
	Invoiced	02/11/14 09:58
	PO#	
	Tax#	
	Slsp	TODD PENDERGRAST

For Office Use	Vehicle Information
Slsp/Proj: 054/318 Stn: X0D Prt: X0S Lines: 1 Added: 02/11/14 09:58 28J001 77 003 Comp *	

PART NUMBER	DESC	BIN	QTY	LIST	SELL	TOTAL
8R3Z14300BA	*CABLE ASY - BATTERY		1	192.72	144.54	144.54



****PARTS WARRANTY INCREASED TO 24 MONTHS & UNLIMITED MILES!!****
EFFECTIVE OCTOBER 1ST, 2013 / ASK YOUR SALESPERSON FOR DETAILS

Parts	Accessories	Misc/Deposits	Subtotal	Tax	Total Due
144.54	.00	.00	144.54	8.67	153.21

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. 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 This Item/Items."

Picked: _____ Checked: _____ Driver: _____

Manufacturer guidelines require that all parts (new, cores & warranty claims) be returned in original packaging. Warranty claims must include a copy of invoice/repair-order showing date & mileage of original install and replacement, along with detailed description of part failure. New Parts must be returned in new/saleable condition. No returns on electrical parts, obsolete parts, or special orders. Damage claims must be submitted within 2 business days of delivery. New Part Returns must be submitted within 30 days of purchase date. All cores and warranty returns must be fully assembled and properly drained of fluids. All new part returns are subject to a 20% restocking fee.

X

One Stop Auto Parts Inc

3419 Greenmount Ave
Baltimore, MD 21218
410-889-9999

Owner's e-mail

website www.889-8888.com

BALTO MD	DATE IN		MILEAGE	Date	Invoice #
			135178	2/4/2014	
YEAR/MAKE/MODEL			Rep	TAG #	WRITER
03 EXPLORER BURG			HP		JG

QTY	Description	Rate	Amount
	THE MARYLAND TITLE FOR ONE STOP TO PLACE A LIEN ON THE VEHICLE ANY ADDITIONAL DEPOSIT MONEY, MONEY FOR RENTAL CAR BILL (IF YOU HAD ONE), MONEY FOR ANY ADDITIONAL REPAIRS YOU APPROVED OR ANY MONEY PAID OUT ON YOUR BEHALF . REMEMBER, RENTAL CAR CHARGES CANNOT BE FINANCED. YOU MUST BE AT ONE STOP AUTO BY 5 PM MON-FRI OR 1 PM SATURDAY IN ORDER TO COMPLETE FINANCING AND GET YOUR VEHICLE.THERE IS A \$20 FEE FOR RECORDING A LIEN ON YOUR TITLE \$1400.00 DOWN \$150.00 MONTH \$20 FEE FOR FINANCING UPDATED REPAIR FINANCED WITH LIEN ON MARYLAND TITLE \$20 MVA FEE I HAVE THE AUTHORITY TO HAVE THE VEHICLE REPAIRED AND INSTRUCT ONE STOP TO PLEASE PROCEED HAVE ADVISED CUSTOMER PRIOR TO STARTING REPAIR THAT THERE IS NO FREON IN SYSTEM AND RIGHT FRONT HUB BEARING IS FAULTY. INSTALL DRIVE BELT .UPPER RAD HOSE,REBUILT WATER PUMP, 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST LIMITED WARRANTY ANTI - LOCK BRAKE WARNING LIGHT ON DASH IS ON CUST AWARE WAS PRIOR AND DECLINED DANGEROUS Maryland Sales Tax		
		0.00	0.00T
		20.00	20.00
		0.00	0.00T
		0.00	0.00T
		199.99	199.99T
		0.00	0.00T
		6.00%	150.00

CUSTOMER'S RIGHTS (STATE OF MARYLAND)

The customer may request a written estimate for repairs which cost in excess of \$50.

The customer may not be charged for any amount ten (10) percent in excess of the written estimate without his consent.

The customer is entitled to the return of any replaced parts except when parts are required to be returned to the manufacturer under a warranty agreement.

Repairs not originally authorized by the customer may not be charged to the customer without the customer's consent.

Total

\$3,669.98

I hereby authorize the above repair work if applicable. You, your employees, and your subcontractors may operate vehicle for purposes of testing, inspecting, delivery at my risk, including transport to other shops. I understand that One Stop subcontracts and may have my car repaired at another company, and I understand that my car may be parked on the street. An expressed mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that One Stop will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft, or any other cause beyond their control. I have checked my vehicle and have left no valuables in my vehicle. I agree to arbitrate (see reverse side)

Save old parts? ☐ Yes ☐ No

If left unchecked, we will not save parts.

SEE REVERSE SIDE FOR IMPORTANT INFORMATION.

Ford Explorer

2002 thru 2010

Includes Mercury Mountaineer

36025



Haynes Repair Manual

Based on a complete teardown and rebuild



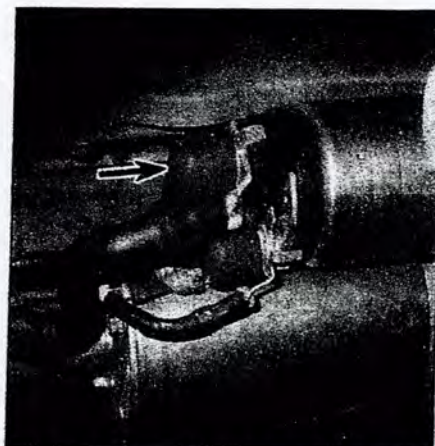
Includes essential information for today's more complex vehicles

tion). Most likely the solenoid is defective. In some rare cases, the engine may be seized, so be sure to try and rotate the crankshaft pulley (see Chapter 2A or 2B) before proceeding. With the starter/solenoid assembly mounted in a vise on the bench, install one jumper cable from the negative battery terminal to the body of the starter. Install the other jumper cable from the positive battery terminal to the B+ terminal on the starter. Install a starter switch and apply battery voltage to the solenoid S terminal (for 10 seconds or less) and see if the solenoid plunger, shift lever and overrunning clutch extends and rotates the pinion drive. If the pinion drive extends but does not rotate, the solenoid is operating but the starter motor is defective. If there is no movement but the solenoid clicks, the solenoid and/or the starter motor is defective. If the solenoid plunger extends and rotates the pinion drive, the starter/solenoid assembly is working properly.

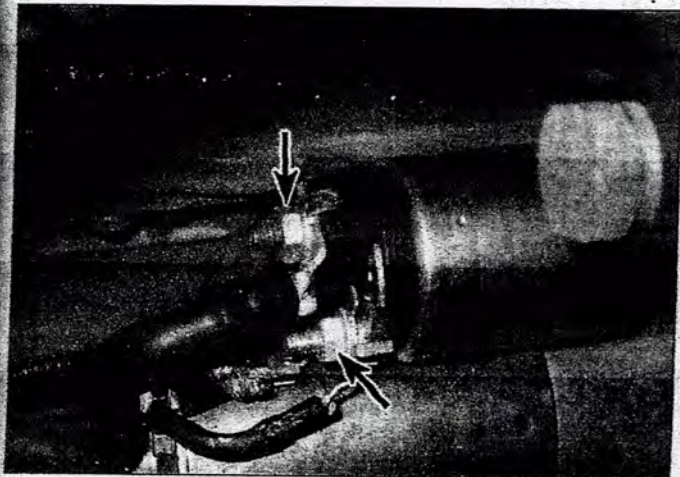
13 Starter motor - removal and installation

Refer to illustrations 13.3, 13.4, and 13.5

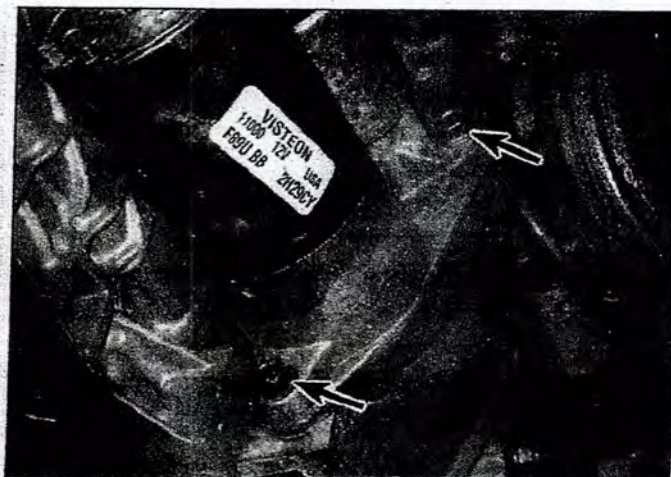
- 1 Disconnect the cable from the negative battery terminal (see Section 1).
- 2 Raise the vehicle and support it securely on jackstands.
- 3 Remove the protective cover from the starter motor solenoid terminals (see illustration).
- 4 Disconnect the wiring from the terminals on the starter motor solenoid (see illustration).
- 5 Remove the starter motor mounting bolts (see illustration) and detach the starter from the engine.
- 6 Installation is the reverse of removal. Be sure to tighten the starter bolts to the torque listed in this Chapter's Specifications.



13.3 To remove the starter motor solenoid terminal cover, pull it off (V6 model shown, V8 models similar)



13.4 Disconnect the starter circuit wiring from these two terminals on the starter solenoid (V6 model shown, V8 models similar)



13.5 To detach the starter motor from the engine, remove these two bolts (V6 model shown, V8 models similar)

Engine**1 Engine will not rotate when attempting to start**

- 1 Battery terminal connections loose or corroded. Check the cable terminals at the battery; tighten cable clamp and/or clean off corrosion as necessary (see Chapter 1).
- 2 Battery discharged or faulty. If the cable ends are clean and tight on the battery posts, turn the key to the On position and switch on the headlights or windshield wipers. If they won't run, the battery is discharged.
- 3 Automatic transmission not engaged in park (P) or Neutral (N).
- 4 Broken, loose or disconnected wires in the starting circuit. Inspect all wires and connectors at the battery, starter solenoid and ignition switch (on steering column).
- 5 Starter motor pinion jammed in driveplate ring gear. Remove starter (Chapter 5) and inspect pinion and driveplate (Chapter 2).
- 6 Starter solenoid faulty (Chapter 5).
- 7 Starter motor faulty (Chapter 5).
- 8 Clutch pedal neutral start switch faulty.
- 9 Ignition switch faulty (Chapter 12).
- 10 **Engine seized.** Try to turn the crankshaft with a large socket and breaker bar on the pulley bolt.
- 11 Starter relay faulty (Chapter 5).

2 Engine rotates but will not start

- 1 Fuel tank empty.
- 2 Battery discharged (engine rotates slowly).
- 3 Battery terminal connections loose or corroded.
- 4 Fuel not reaching fuel injectors. Check for clogged fuel filter or lines and defective fuel pump. Also make sure the tank vent lines aren't clogged (Chapter 4).
- 5 Low cylinder compression. Check as described in Chapter 2C.
- 6 Water in fuel. Drain tank and fill with new fuel.
- 7 Defective ignition coil(s) (Chapter 5).
- 8 Dirty or clogged fuel injector(s) (Chapter 4).
- 9 Wet or damaged ignition components (Chapters 1 and 5).
- 10 Worn, faulty or incorrectly gapped spark plugs (Chapter 1).
- 11 Broken, loose or disconnected wires in the starting circuit (see previous Section).
- 12 Broken, loose or disconnected wires at the ignition coil or faulty coil (Chapter 5).
- 13 Timing chain failure or wear affecting valve timing (Chapter 2).
- 14 Fuel injection or engine control systems failure (Chapters 4 and 6).
- 15 Defective MAF sensor (Chapter 6).

3 Starter motor operates without turning engine

- 1 Starter pinion sticking. Remove the starter (Chapter 5) and inspect.
- 2 Starter pinion or driveplate teeth worn or broken. Remove the inspection cover and inspect.

4 Engine hard to start when cold

- 1 Battery discharged or low. Check as described in Chapter 1.
- 2 Fuel not reaching the fuel injectors. Check the fuel filter, lines and fuel pump (Chapters 1 and 4).
- 3 Defective spark plugs (Chapter 1).
- 4 Defective engine coolant temperature sensor (Chapter 6).
- 5 Fuel injection or engine control systems malfunction (Chapters 4 and 6).

5 Engine hard to start when hot

- 1 Air filter dirty (Chapter 1).
- 2 Bad engine ground connection.
- 3 Fuel injection or engine control systems malfunction (Chapters 4 and 6).

6 Starter motor noisy or engages roughly

- 1 Pinion or driveplate teeth worn or broken. Remove the inspection cover on the left side of the engine and inspect.
- 2 Starter motor mounting bolts loose or missing.

7 Engine starts but stops immediately

- 1 Loose or damaged wire harness connections at distributor, coil or alternator.
- 2 Intake manifold vacuum leaks. Make sure all mounting bolts/nuts are tight and all vacuum hoses connected to the manifold are attached properly and in good condition.
- 3 Insufficient fuel pressure (see Chapter 4).
- 4 Fuel injection or engine control systems malfunction (Chapters 4 and 6).

8 Engine 'lopes' while idling or idles erratically

- 1 Vacuum leaks. Check mounting bolts at the intake manifold for tightness. Make sure that all vacuum hoses are connected and in good condition. Use a stethoscope or a length

of fuel hose held against your ear to listen for vacuum leaks while the engine is running. A hissing sound will be heard. A soapy water solution will also detect leaks. Check the intake manifold gasket surfaces.

- 2 Leaking EGR valve or plugged PCV valve (see Chapters 1 and 6).
- 3 Air filter clogged (Chapter 1).
- 4 Fuel pump not delivering sufficient fuel (Chapter 4).
- 5 Leaking head gasket. Perform a cylinder compression check (Chapter 2).
- 6 Timing chain(s) worn (Chapter 2).
- 7 Camshaft lobes worn (Chapter 2).
- 8 Valves burned or otherwise leaking (Chapter 2).
- 9 Ignition system not operating properly (Chapters 1 and 5).
- 10 Fuel injection or engine control systems malfunction (Chapters 4 and 6).

9 Engine misses at idle speed

- 1 Spark plugs faulty or not gapped properly (Chapter 1).
- 2 Faulty spark plug wires (Chapter 1).
- 3 Wet or damaged ignition components (Chapter 5).
- 4 Short circuits in ignition, coil or spark plug wires.
- 5 Sticking or faulty emissions systems (see Chapter 6).
- 6 Clogged fuel filter and/or foreign matter in fuel. Remove the fuel filter (Chapter 1) and inspect.
- 7 Vacuum leaks at intake manifold or hose connections. Check as described in Section 8.
- 8 Low or uneven cylinder compression. Check as described in Chapter 2.
- 9 Fuel injection or engine control systems malfunction (Chapters 4 and 6).

10 Excessively high idle speed

- 1 Sticking throttle linkage (Chapter 4).
- 2 Vacuum leaks at intake manifold or hose connections. Check as described in Section 8.
- 3 Fuel injection or engine control systems malfunction (Chapters 4 and 6).

11 Battery will not hold a charge

- 1 Alternator drivebelt defective or not adjusted properly (Chapter 1).
- 2 Battery cables loose or corroded (Chapter 1).
- 3 Alternator not charging properly (Chapter 5).
- 4 Loose, broken or faulty wires in the charging circuit (Chapter 5).
- 5 Short circuit causing a continuous drain on the battery.
- 6 Battery defective internally.

Ford Mustang

2005 thru 2007

36052



Haynes Repair Manual

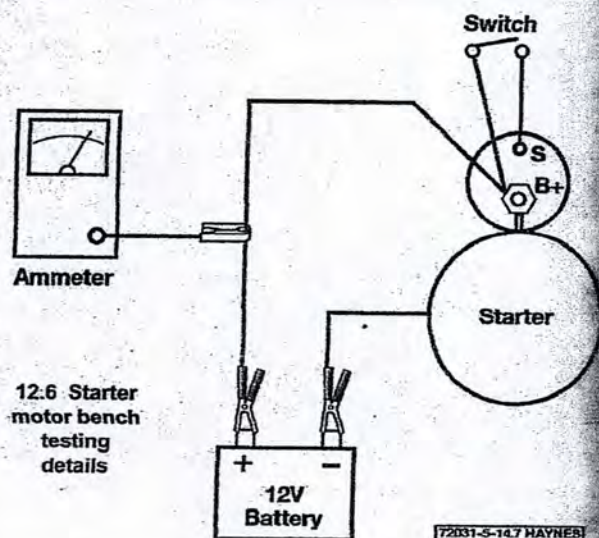
Based on a complete teardown and rebuild



Includes essential information for today's more complex vehicles



12.5 To measure starter current draw with an inductive ammeter, simply hold the ammeter over the positive or negative cable (whichever cable has better clearance)



72031-5-14.7 HAYNES

- f) Make sure the starter is receiving voltage on the S terminal (the small wire) of the starter solenoid when the ignition key is turned to Start.
 - g) Check the operation of the Digital Transmission Range (DTR) sensor (automatic transmission) or clutch start switch (manual transmission). Make sure that the shift lever is in PARK or NEUTRAL (automatic transmission) or the clutch pedal is pressed (manual transmission). The DTR sensor or clutch start switch must operate correctly to provide battery voltage to the ignition switch. To replace and/or adjust the DTR sensor, refer to Chapter 6. To replace and/or adjust the clutch start switch, refer to Chapter 8.
 - h) Check the operation of the starter relay. The starter relay is located in the fuse and relay box behind the right kick panel inside the vehicle. Refer to Chapter 12 for the relay testing procedure.
- 2 If the starter does not actuate when the ignition switch is turned to the START position, check for battery voltage to the solenoid. Connect a test light or voltmeter to the starter solenoid positive terminal and have an assistant turn the ignition switch to the START position.
 - 3 If there's no voltage at the solenoid, check the ignition switch fuse and the starter relay.
 - 4 If there is voltage at the solenoid, but the starter motor does not operate, remove the starter (see Section 13) and bench test it (see Step 6).
 - 5 If the starter turns over slowly, check the starter cranking voltage and the current draw from the battery. This test must be performed with the starter assembly on the engine. Crank the engine over (for 10 seconds or less) and observe the battery voltage. It should not drop below 8.0 volts on manual transmission models or 8.5 volts on automatic transmission models. Also, observe the current draw using

an ammeter (see illustration). It should not exceed 400 amps or drop below 250 amps. **Caution:** The battery cables may be excessively heated because of the large amount of amperage being drawn from the battery. Discontinue the testing until the starting system has cooled down. If the starter motor cranking amp values are not within the correct range, replace it with a new unit. There are several conditions that may affect the starter cranking potential. The battery must be in good condition and the battery cold-cranking rating must not be under-rated for the particular application. Be sure to check the battery specifications carefully. The battery terminals and cables must be clean and not corroded. Also, in cases of extreme cold temperatures, make sure the battery and/or engine block is warmed before performing the tests.

6 If the starter is getting voltage but doesn't operate, remove the starter/solenoid assembly (see Section 13) and test it on the bench (see illustration). Most likely the solenoid is defective. In some rare cases, the engine might be seized, so be sure to try to rotate the crankshaft pulley (see Chapter 2A or 2B) before proceeding. With the starter/solenoid assembly mounted in a vise on the bench, install one

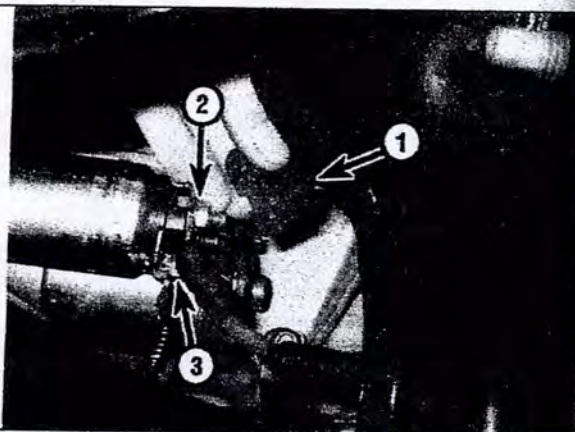
jumper cable from the negative battery terminal to the body of the starter. Install the other jumper cable from the positive battery terminal to the B+ terminal on the starter. Install a starter switch and apply battery voltage to the solenoid S terminal (for 10 seconds or less) and see if the solenoid plunger, shift lever and overrunning clutch extends and rotates the pinion drive. If the pinion drive extends but does not rotate, the solenoid is operating but the starter motor is defective. If there is no movement but the solenoid clicks, the solenoid and/or the starter motor is defective. If the solenoid plunger extends and rotates the pinion drive, the starter/solenoid assembly is working properly.

13 Starter motor - removal and installation

Refer to illustrations 13.3 and 13.4

- 1 Disconnect the cable from the negative battery terminal (see Section 1).
- 2 Raise the vehicle and support it securely on jackstands.
- 3 Disconnect the wiring from the terminals

13.3 Remove the protective cover (1) from the B+ terminal, remove the nut (2) and disconnect the battery cable from the B+ terminal on the solenoid, then remove the other nut (3) and disconnect the starter cable from the S terminal on the solenoid



Engine**1 Engine will not rotate when attempting to start**

- 1 Battery terminal connections loose or corroded. Check the cable terminals at the battery; tighten cable clamp and/or clean off corrosion as necessary (see Chapter 1).
- 2 Battery discharged or faulty. If the cable ends are clean and tight on the battery posts, turn the key to the On position and switch on the headlights or windshield wipers. If they won't run, the battery is discharged.
- 3 Automatic transmission not engaged in park (P) or Neutral (N).
- 4 Broken, loose or disconnected wires in the starting circuit. Inspect all wires and connectors at the battery, starter solenoid and ignition switch (on steering column).
- 5 Starter motor pinion jammed in flywheel/driveplate ring gear. Remove the starter (Chapter 5) and inspect the pinion and ring gear (Chapter 2).
- 6 Starter solenoid faulty (Chapter 5).
- 7 Starter motor faulty (Chapter 5).
- 8 Ignition switch faulty (Chapter 12).
- 9 **Engine seized.** Try to turn the crankshaft with a large socket and breaker bar on the pulley bolt.
- 10 Starter relay faulty (Chapter 4).
- 11 Transmission Range (TR) sensor out of adjustment or defective (Chapter 6).

2 Engine rotates but will not start

- 1 Fuel tank empty.
- 2 Battery discharged (engine rotates slowly).
- 3 Battery terminal connections loose or corroded.
- 4 Fuel not reaching fuel injectors. Check for clogged fuel filter or lines and defective fuel pump. Also make sure the tank vent lines aren't clogged (Chapter 4).
- 5 Low cylinder compression. Check as described in Chapter 2.
- 6 Water in fuel. Drain tank and fill with new fuel.
- 7 Defective ignition coil(s) (Chapter 5).
- 8 Dirty or clogged fuel injector(s) (Chapter 4).
- 9 Wet or damaged ignition components (Chapters 1 and 5).
- 10 Worn, faulty or incorrectly gapped spark plugs (Chapter 1).
- 11 Broken, loose or disconnected wires in the starting circuit (see previous Section).
- 12 Broken, loose or disconnected wires at the ignition coil or faulty coil (Chapter 5).
- 13 Timing chain failure or wear affecting valve timing (Chapter 2).
- 14 Fuel injection or engine control systems failure (Chapters 4 and 6).
- 15 Defective MAF sensor (Chapter 6).

3 Starter motor operates without turning engine

- 1 Starter pinion sticking. Remove the starter (Chapter 5) and inspect.
- 2 Starter pinion or flywheel/driveplate teeth worn or broken. Remove the inspection cover and inspect.

4 Engine hard to start when cold

- 1 Battery discharged or low. Check as described in Chapter 1.
- 2 Fuel not reaching the fuel injectors. Check the fuel filter, lines and fuel pump (Chapters 1 and 4).
- 3 Defective spark plugs (Chapter 1).
- 4 Defective engine coolant temperature sensor (Chapter 6).
- 5 Fuel injection or engine control systems malfunction (Chapters 4 and 6).

5 Engine hard to start when hot

- 1 Air filter dirty (Chapter 1).
- 2 Fuel not reaching the fuel injection (see Section 4). Check for a vapor lock situation, brought about by clogged fuel tank vent lines.
- 3 Bad engine ground connection.
- 4 Fuel injection or engine control systems malfunction (Chapters 4 and 6).

6 Starter motor noisy or engages roughly

- 1 Pinion or driveplate teeth worn or broken. Remove the inspection cover on the left side of the engine and inspect.
- 2 Starter motor mounting bolts loose or missing.

7 Engine starts but stops immediately

- 1 Loose or damaged wire harness connections at coil or alternator.
- 2 Intake manifold vacuum leaks. Make sure all mounting bolts/nuts are tight and all vacuum hoses connected to the manifold are attached properly and in good condition.
- 3 Insufficient fuel pressure (see Chapter 4).
- 4 Fuel injection or engine control systems malfunction (Chapters 4 and 6).

8 Engine 'lopes' while idling or idles erratically

- 1 Vacuum leaks. Check mounting bolts at the intake manifold for tightness. Make sure that all vacuum hoses are connected and in

good condition. Use a stethoscope or a length of fuel hose held against your ear to listen for vacuum leaks while the engine is running. A hissing sound will be heard. A soapy water solution will also detect leaks. Check the intake manifold gasket surfaces.

- 2 Leaking EGR valve or plugged PCV valve (see Chapters 1 and 6).
- 3 Air filter clogged (Chapter 1).
- 4 Fuel pump not delivering sufficient fuel (Chapter 4).
- 5 Leaking head gasket. Perform a cylinder compression check (Chapter 2).
- 6 Timing chain(s) worn (Chapter 2).
- 7 Camshaft lobes worn (Chapter 2).
- 8 Valves burned or otherwise leaking (Chapter 2).
- 9 Ignition system not operating properly (Chapters 1 and 5).
- 10 Fuel injection or engine control systems malfunction (Chapters 4 and 6).

9 Engine misses at idle speed

- 1 Spark plugs faulty or not gapped properly (Chapter 1).
- 2 Faulty spark plug wires (Chapter 1).
- 3 Short circuits in ignition, coil or spark plug wires.
- 4 Sticking or faulty emissions systems (see Chapter 6).
- 5 Clogged fuel filter and/or foreign matter in fuel. Remove the fuel filter (Chapter 1) and inspect.
- 6 Vacuum leaks at intake manifold or hose connections. Check as described in Section 12.
- 7 Low or uneven cylinder compression. Check as described in Chapter 2.
- 8 Fuel injection or engine control systems malfunction (Chapters 4 and 6).

10 Excessively high idle speed

- 1 Sticking throttle linkage (Chapter 4).
- 2 Vacuum leaks at intake manifold or hose connections. Check as described in Section 8.
- 3 Fuel injection or engine control systems malfunction (Chapters 4 and 6).

11 Battery will not hold a charge

- 1 Alternator drivebelt defective or not adjusted properly (Chapter 1).
- 2 Battery cables loose or corroded (Chapter 1).
- 3 Alternator not charging properly (Chapter 5).
- 4 Loose, broken or faulty wires in the charging circuit (Chapter 5).
- 5 Short circuit causing a continuous drain on the battery.
- 6 Battery defective internally.

.....

[REDACTED]
Baltimore, Maryland [REDACTED]

[REDACTED]

April 26, 2014

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, DC 20590

Dear Sir or Madam;

I filed a complaint with the Ford Motor Company about their defective product. I am asking the Ford Motor Company to reimburse me for all the cost of what I have paid out for the engine, battery cable and batteries.

Enclosed all receipts and all repair manual pages.

Sincerely,

[REDACTED]

.....

[REDACTED]
Baltimore, Maryland [REDACTED]

February 22, 2009

Ford Motor Company
Ford Customer Service Division
P.O. Box 1904
Dearborn, Michigan 48121

Recall: # 08C02- Reprogram Restraint Control Module

Dear Representative:

I have received your three recall notices at this time, I refused to take my 2007 Ford Mustang to any Ford Dealer Service Centers. I have been given poor repair work, disrespected, lied too, ripped off with my money and also my vehicles have not been put back together properly and all of this was from Ford Dealer Service Centers. Must I have my 2007 Ford Mustang ripped apart like my 2003 Ford Explorer, which was done by the Ford Dealer Service Center and still be ripped off of my money by the same. In the criminal case involving Koon's Ford of Baltimore, I will ask the (FBI) Federal Bureau of Investigation for their assistance.

Sincerely,

[REDACTED]
CC: National Highway Traffic Safety Administration



Ford Motor Company
Ford Customer Service Division
P.O. Box 1904
Dearborn, Michigan 48121



F0041473

0112



March 2008

BALTIMORE, MD

2007 Mustang

Vehicle ID #: 1ZVHT82H875 08C02

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that your vehicle, with the vehicle identification number shown above, fails to conform with one of the neck injury requirements specified in Federal Motor Vehicle Safety Standard (FMVSS) No. 208 - Occupant Crash Protection for an unbelted 5th percentile female sitting in the passenger seat while it is in the full forward position.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer is to provide you with the highest level of service and support.

What is the issue? During an airbag deployment, if a small female in the front passenger seat is not wearing the safety belt, and has the seat in the full forward position, there may be an increased potential for a neck injury.

What will Ford and your dealer do? To address this issue, Ford Motor Company has authorized your dealer to reprogram the Restraint Control Module free of charge (parts and labor).
We urge you to have this recall performed as soon as possible. However, in the meantime, **you can eliminate any real world risk associated with this noncompliance by making certain that the front seat passenger is wearing a safety belt and that the seat is positioned rearward, away from the airbag.** Ford recommends that all vehicle occupants always wear a safety belt.

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What are we asking you to do? Please call your dealer without delay and request a service date for Recall 08C02. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.



P.O. BOX 1904
DEARBORN, MI 48121-1904

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Permit No. 227



A0040481B

0043



BALTIMORE, MD

**RECALL
REMINDER**



Recall Reminder

May, 2008

**Please contact your Ford dealer today
regarding Recall 08C02.**

There is no charge to vehicle owners for recall repairs performed by an authorized dealer. If your dealer has recently completed this recall repair, please disregard this reminder.

Thank you for your attention to this very important matter.

Year/Model: 2007 Mustang

Ford Customer Service Division VIN#: 1ZVHT82H875

Subject: Reprogram Restraint Control
Module



Ford Motor Company
Ford Customer Service Division
P.O. Box 1904
Dearborn, Michigan 48121

0003555F

0009



2007 Mustang

Vehicle ID#: 1ZVHT82H875 [REDACTED]

December 2008

[REDACTED]
BALTIMORE, MD [REDACTED]

Ford Motor Company would like to remind you that your 2007 Mustang has not had the following no charge recall completed.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**Vehicle Identification
Number:**

1ZVHT82H875 [REDACTED]

**Recall Number
and Description:**

08C02 - Reprogram Restraint Control Module

**What Are We Asking
You To Do?**

Please contact your dealer to schedule an appointment to have this important service procedure completed. If you do not already have a servicing dealer, you can access <http://www.genuineservice.com> for dealer addresses, maps and driving instructions.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

Service Assistance:

If you have additional questions, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is:
www.ownerconnection.com.

If your authorized dealer has recently completed this recall repair, please disregard this reminder.

We apologize for any inconvenience this may cause and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

Thank you for your attention to this important matter.

Ford Customer Service Division

July 2, 2008

[REDACTED]
Baltimore, Maryland [REDACTED]

Better Business Bureau
1414 Key Highway Suite 100
Baltimore, Maryland 21230

To Whom It May Concern:

On Saturday, June 14, 2008, I took my 2003 Ford Explorer to Bob Davidson Ford to have my air conditioner repaired. This is the third time for the same thing. The Service Advisor told me that the mechanic put in a damaged condenser, because it came in the box that way. I don't believe that they replaced it, but only charged the a/c system.

I don't believe that they replaced the rack & pinion steering. It's still leaking in the same place when I purchased this Explorer. I don't believe that they replaced the shrauder valve. Bob Davidson Ford robbed me of \$981.19. I believe they took me for \$926.32 and \$357.84.

At this point, I refuse to take my vehicles to Ford for service because of their dishonesty (Bob Davidson Ford, Al Packer Ford, Koons Ford of Baltimore, Liberty Ford and Norris Ford).

Sincerely,

[REDACTED]

enclosed: Bob Davidson Ford Invoices
(\$926.32 on 5/30/2006,\$357.84 on 4/21/07,\$981.19 on 6/14/08)
Ford Motor Company Recall 3/2008
Ford Recall Reminder 5/2008



May 13, 2014

[REDACTED]
Baltimore, MD [REDACTED]

Case # [REDACTED]

1FMZU74K33U [REDACTED] 2003 EXPLORER

Case # [REDACTED]

1ZVHT82H875 [REDACTED] 2007 MUSTANG

Dear [REDACTED]

Thank you for contacting Ford Motor Company. We have received your letter, requesting reimbursement for parts & repairs that have been performed to your 2003 Explorer and 2007 Mustang.

We sincerely regret the service concerns you have experienced with your vehicles. While we believe your experience to be far from typical of Ford products, we certainly apologize for the inconvenience you have been caused as a result.

We have checked the Vehicle Identification Numbers for both vehicles and, after reviewing our records, we see that there are no factory warranties or programs in effect that would provide assistance for your current concerns. Unfortunately, we are unable to assist you with the cost of these repairs.

Based on your Mustang's Vehicle Identification Number your vehicle is involved in Open Recall 08C02 Compliance Recall for Passenger Airbag. Please contact your Ford dealership right away to schedule an appointment to complete the work at no cost to you. If you need assistance, locating a Ford dealership, please contact our Customer Assistance Center at 1-800-392-3673.

Thank you for contacting Ford Motor Company. We are sorry that we were not able to meet your expectations.

Sincerely,

Teresa Wesley
Customer Service Representative
Ford Motor Company

W

Baltimore, MD

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY
ADM.
1200 NEW JERSEY AVE. S.E.
WASHINGTON, D.C. 20590



9590 9403 0217 5146 1295 73

2. Article Number (Transfer from service label)

7014 2870 0000 4645 2082

PS Form 3811, April 2015 PSN 7530-02-000-9053

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

- ☐ Agent
- ☐ Addressee

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No



3. Service Type

- ☐ Adult Signature
- ☐ Adult Signature Restricted Delivery
- ☒ Certified Mail®
- ☐ Certified Mail Restricted Delivery
- ☐ Collect on Delivery
- ☐ Collect on Delivery Restricted Delivery
- ☐ Insured Mail
- ☐ Insured Mail Restricted Delivery (over \$500)
- ☐ Priority Mail Express®
- ☐ Registered Mail™
- ☐ Registered Mail Restricted Delivery
- ☒ Return Receipt for Merchandise
- ☐ Signature Confirmation™
- ☐ Signature Confirmation Restricted Delivery

Domestic Return Receipt

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL®



7014 2870 0000 4645 2082

RETURN RECEIPT
REQUESTED

RETURN RECEIPT
REQUESTED

~~NOA~~
W40-304

ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE. S.E.
WASHINGTON, D.C. 20590