

Evergreen, CO [REDACTED]
[REDACTED]
[REDACTED]



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 114

Date Received

02-JUL-2018

Repository ☐

Reference No.
11109448

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City EVERGREEN

State CO

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [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

1FMJU1JT8JF [REDACTED]

Make

FORD

Model

EXPEDITION
XLT

Model Year

2018

Date Purchased
May 30, 2018

Dealer's Name and Telephone Number
Sill-TerHar (303)469-1801

Engine:
No: Cylinders

6

Fuel Type:

Gas

Original Owner
☐

Dealer's City
Broomfield

State
CO

Zip Code
80020

Transmission Type

Auto

☐ Antilock Brakes

☐ Cruise Control

Powertrain

V6-10 sp trans

Multiple Failure:

1

Incident Date(s)

22-JUN-2018

Ongoing

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 980000 UNKNOWN OR OTHER, 980000 UNKNOWN OR OTHER, 121000
EXTERIOR LIGHTING: LOW BEAM HEADLIGHTS-DARK MOUNTAIN ROAD-DOWNSLOPE

Failure Mileage

730

Failure Speed

N/A

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

N/A

Number of Deaths

N/A

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).

CPSC: THE PURPORTED PURPOSE OF FORD'S 'PROJECTOR' HEADLIGHT DESIGN WAS TO INCREASE LUMENS WHILE DECREASING POWER CONSUMPTION. INSTEAD OF THE HEADLIGHT (AS WITH 'NORMAL' LOW-BEAM HEADLIGHTS) BEING AIMED AWAY FROM ONCOMING VEHICLES AND DISPLAYING THE ENTIRE ROAD AHEAD, THE HEADLIGHT ROAD VISIBILITY (AS VIEWED BY THE DRIVER THROUGH THE WINDSHIELD) HAS A DISTINCT, HORIZONTAL LINE ABOVE WHICH IS ABSOLUTELY DARK AND BELOW IS LIT. *DT

*JS

See Attached: Addendum "A" NHTSA Vehicle Owners Questionnaire: More Specific Narrative of Incident SUPERCEEDING CPSC narrative description.

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.

EVERGREEN CO

EVERGREEN, CO

HOME PH:

STOCK NUMBER:

1FMJULJT8JE COGET

18 FORD

LAST SERV MILEAGE: 0000730 MFG CODE:

SOLD DATE:05/30/18 MILE:0000010 LAST SERV:07/02/18

EXPEDITION XLT 4WD 4DR SUV GOLD

IN-SERV DATE:06/01/18

NUMBER

TYPE

DATE

DEDUCT

MON MILES ACTIVE

EXT SVC PLAN1:

PREMIUMC

05/30/26

10000 096

125000 Y

RO Y 06/30/18 ODOM= 730 ADV=MVR

CLIENT INV=07/02/18

LN 51 PAY TYPE W TECH1-140 .20

OPR-CODE MT13007A

C/S THAT THE HEADLIGHTS ARE NOT AIMED PROPERLY CANNOT SEE FAR AWAY FROM VEHI

HEAD LIGHTS LOW NO LABOROP FOR 2018

ADJUST HEAD LIGHTS UP

LN 52 PAY TYPE W TECH1-140

OPR-CODE 99P

PERFORM MULTI-POINT INSPECTION

INSPECTION

MULTIPOINT INSPECTION PERFORMED

END OF DATA



LINCOLN



18 Time Recipient

SILL-TERHAR

MOTORS

INC

190 ALTER ST. & 1480 W. 1ST AVE.
BROOMFIELD, COLORADO 80020
(303) 469-1801
www.sthmotors.com



Adv: MVR MITCHEL V. ROSS		Tag 8619	License	1FMJULJT8 JE	Page 1	Invoice
Invoice to				Driver/Owner Information		
EVERGREEN, CO Cell: Home:				EVERGREEN, CO Cell: Home:		
For Office Use				Vehicle Information		
Odometer in: 1502		Out: 1502	Dist: 1FA WAR W	Prelim 18 FORD EXPEDITION XLT 4WD 4DR SUV GOLD		
MFG: 803297		Stock#:		Inv Acct:		
Begin: 07/21/18	Done: 07/21/18	Invoiced: 07/27/18 10:30 MR		Inservice: 06/01/18	Production: 05/10/18	Sold: 05/30/18
Customer waiting						
Concern 24	PERFORM MULTI-POINT INSPECTION			Operation	Tech Units	Amount
Cause	MULTI			99P	151 0.0	
Correction	MULTIPOINT INSPECTION PERFORMED			GTIRE	151 0.0	
24-1	TIRE TREAD AND WEAR IS OK AT THIS TIME			GBATT	151 0.0	
24-2	BATTERY TESTED GOOD THIS VISIT HAVE CHECKED AT REGULAR SERVICE INT			GBK	151 0.0	
24-3	BRAKES IN GOOD CONDITION NO ACTION REQUIRED GREATER THAN 6MM			TOTAL CHARGE FOR CONCERN 0.00		
Comment	OK					
Type: W						
Concern 51	PLEASE REPLACE HIGH AND LOW BEAM HEADLIGHT BULBS WITH AFTERMARKET LED EQUIVALENT PER GREG LARSON AND MITCH ROSS PARTS ARE ON MITCH'S DESK READY FOR INSTALL CUSTOMER WILL BE WAITING			Operation	Tech units	Amount
Cause	CUSTOMER REQUEST ****OPEN FMC 360 CASE FORD MOTOR COMPANY UNWILLING TO ASSIST PLEASE BILL P-18FUNDS			LABOR	151 1.0	113.92
Correction	REPLACED LOW AND HIGH BULBS WITH HIGH BRIGHT BULBS. ADJUSTED HEADLIGHTS PER WSM AND RETESTED OK. REMOVED ASSEMBLIES AND RESEATED AND RETESTED. CUSTOMER LIVES IN RURAL MOUNTAINS UNABLE TO SEE AT NIGHT OPEN FMC 360 CASE FORD MOTOR COMPANY UNWILLING TO ASSIST PLEASE BILL P-18FUNDS			Subtotal		
Type: W	Part Auth: ROSSMITC 07/25/18 15:52			LAB-MECHANICAL 113.92		
				TOTAL CHARGE FOR CONCERN 113.92		

Ford and Lincoln guarantee service work for 24 months, unlimited miles.
Mazda guarantees service work for 12 months or 12,000 miles.
Ask your advisor about email and text updates now available!

Thank You!



LINCOLN



18 Time Recipient

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MOTORS
INC190 ALTER ST. & 1480 W. 1ST AVE.
BROOMFIELD, COLORADO 80020

(303) 469-1801

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Adv: MVR MITCHEL V. ROSS

Tag 8619

License

1FMDU1JT8 JE

Page 2 (Last)

Invoice

Invoice to

Driver/Owner:

Invoiced: 07/27/18 10:30:42 MR

18 FORD EXPEDITION XLT 4WD 4DR SUV GOLD

Summary of Charges for Invoice

Payment Distribution for Invoice

LAB-MECHANICAL 113.92
TOTAL CHARGE 113.92TOTAL CHARGE 113.92
FAC WARRANTY 113.92
Customer WaitingIf you have any questions - please see MITCHEL V. ROSS
SIGNATURE _____

WE APPRECIATE YOUR BUSINESS AT SILL-TERHAR!

YOU MAY RECEIVE A SURVEY IN THE MAIL. IF, FOR ANY REASON, YOU DO NOT FEEL THAT YOU CAN MARK "COMPLETELY SATISFIED" PLEASE CONTACT OUR SERVICE DIRECTOR, MITCH ROSS, (303)469-1801*231.

Ford and Lincoln guarantee service work for 24 months, unlimited miles.
Mazda guarantees service work for 12 months or 12,000 miles.
Ask your advisor about email and text updates now available!

X

Thank You!



Jul 21, 2018, 9:44 pm



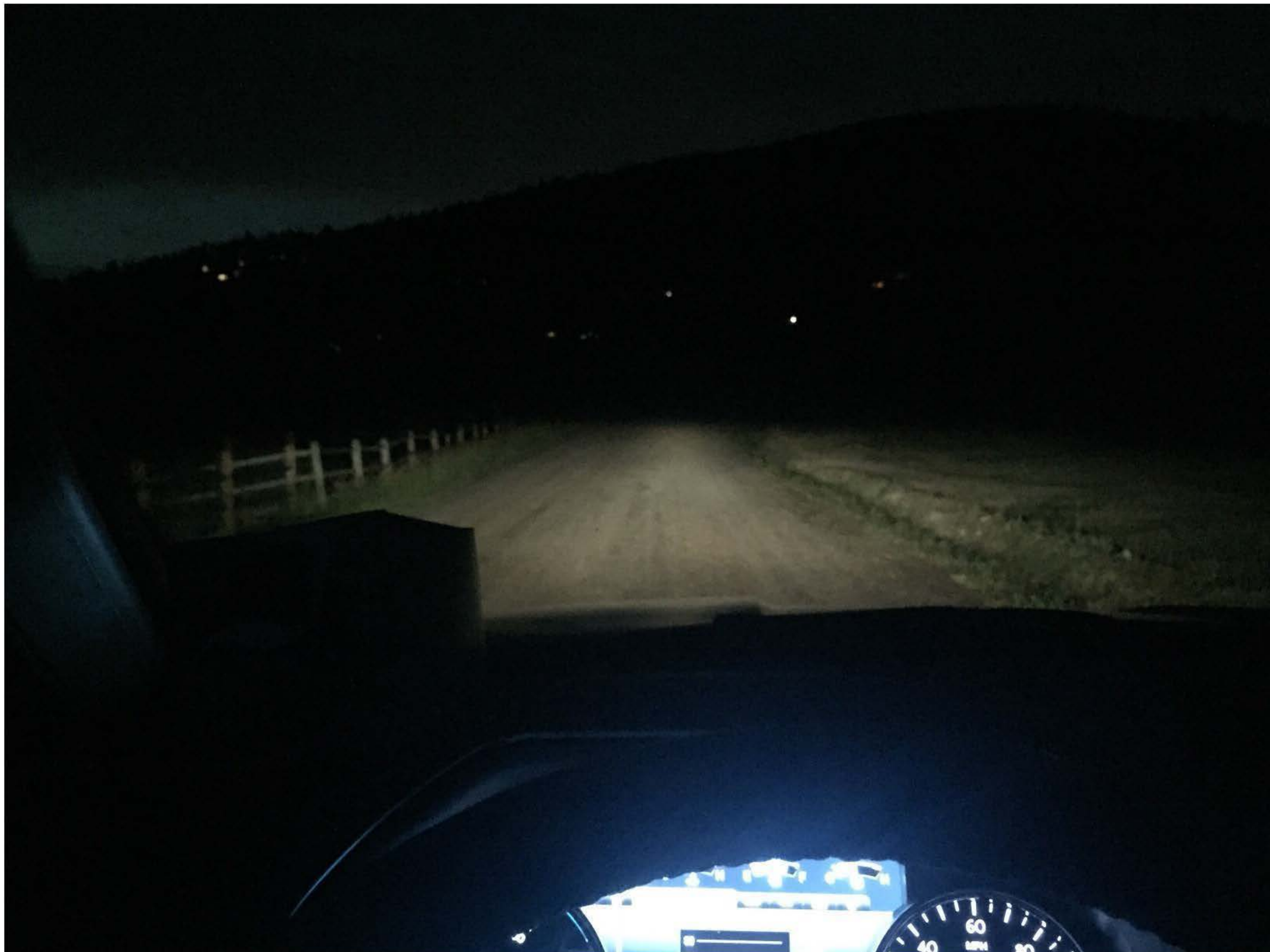
Jul 21, 2018, 9:45 pm



Jul 21, 2018, 9:45 pm



Jul 21, 2018, 9:46 pm



Jul 21, 2018, 9:46 pm



Jul 21, 2018, 9:46 pm



Jul 21, 2018, 9:47 pm

EVERGREEN, CO

HOME:

July 29, 2018

Re: NHTSA Reference No. 11109448

Evergreen, CO

Addendum "A" NHTSA Vehicle Owners Questionnaire: More Specific Narrative of Incident SUPERCEEDING CPSC narrative description

2018 Ford Expedition XLT purchased approximately 2 months ago from Sill-Terhar Ford, Broomfield, CO. Mileage as of 7/26/2018 was 1,655.9.

The projector, halogen low beam headlight creates a hard, horizontal cutoff line (lighted road below and dark above) as viewed through the windshield.

This projector design does not account for night time, mountain road conditions: no street lights, no ambient, diffused lighting from structures adjacent to the road and driving on downslope roads (e.g. Evergreen, CO--Buffalo Park Road, Bluebell Road and Horseshoe Drive).

When driving on a downslope road, the area of lighted road is severely diminished. The driver's ability to see (for example) deer in front of the vehicle and alongside the road, is severely impaired. This projector, low beam headlight design creates a hazardous and unsafe driving condition.

As of this date, we have taken the vehicle to the dealer (Sill-TerHar Ford, Broomfield, CO) twice to resolve the headlight problem. On the first attempt of June 30, 2018, the service department adjusted the headlights to factory specification. The adjustment did not resolve the problem. On the second attempt of July 21, 2018, the service department re-seated both headlight housings, installed more powerful halogen low beam bulbs and adjusted the headlights. The adjustments did not resolve the problem.

The dealer has requested assistance and guidance from Ford Motor Company. According to the dealer, **Ford Motor Company is unwilling to assist.**

