

CL-11308177-7168

January 14, 2020

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

NHTSA Headquarters
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

Arkansas Attorney General Leslie Rutledge
323 Center Street, Suite 200
Little Rock, AR 72201

Ford Motor Company
1 American Rd
Dearborn, MI 48126

Cogswell Motors
1900 E Main Street
Russellville, AR 72801

To Whom It May Concern,

I purchased a brand-new Ford Expedition Max Platinum from Cogswell Motors on Friday, December 6, 2019. The VIN on this vehicle is 1FMJK1MT0LE [REDACTED]. On January 1, 2020 I was driving back from a business meeting in Stuttgart, AR when my panoramic moon roof exploded. At the time I was 35 miles from my home in Little Rock, AR. It sounded like a bomb went off inside the car. On that stretch of rural highway, I was the only car around or person around. I immediately called the Sales Manager at Cogswell to inform him of what happened and sent a picture. I let him know that I would bring the vehicle to Russellville, AR the following day to drop it off for repairs. He told me the best thing to do to keep glass from coming down on me was to close the screen, which I did. When I got back to Little Rock, there was a hole in the glass at this time from the wind and vibration of driving down the highway. I covered the sunroof with plastic trash bags and taped it off to protect it from outside weather on my drive to Russellville. I wanted to mitigate any additional damage. When I got to Russellville, Cogswell Motors was very gracious and provided me with a truck to drive during the repairs. I received a call the following week from Cogswell to let me know that Ford Motor Company has denied the warranty work and I or my insurance company would be responsible for fixing the glass. I was in total disgust and reached out to Ford Motor company on several occasions only to get the same answer that I should pay it or file it on my insurance. I explained to them that they need to get to the bottom of what happened as there was no rock or any other object that hit the glass that caused it to break. I also let them know that I was lucky that no glass came in on me initially and that the glass coming off my truck once I got onto the interstate did not cause harm to any additional motorist. Ford Motor couldn't have cared less. They stated they stand by their warranty department's decision and that I should pay it or file it on insurance. I told them that this issue is not my insurance company's fault as this car has less than 2,900 miles on it and is less than a month old. I have researched and noticed Ford has a history of these issues with a multitude of models.

IB

I picked up my vehicle from Cogswell Motors on Friday, January 10, 2020. They explained again that Ford Motor Company denied the Warranty and I would responsible for the repairs. I paid the bill out of pocket as this is not my insurance companies' fault and nothing that I did nor did any act of God cause this to break. It was an issue with the moon roof itself. And not only that, if I did file the claim, I would receive money but then I would be paying for it going forward through higher premiums. Thankfully I can afford to fix the problem and pay for it out of pocket. 95% of Ford's clients would not be able to fix this issue and it would cause them financial harm. I have wasted numerous hours on the phone with Ford Motor Company and have not gotten anywhere with them. They even refuse to look at the problem after I pointed out that this could have caused a lot more damage or even harm had the circumstances been different. I have included two pictures for each of you to review. The picture with the number 1 circled is the picture right after the incident. The picture with the number 2 circled is the picture after I drove 35 miles home. I have also included a copy of the bill in which I had to pay.

I would like to point out that this is not a complaint against Cogswell Motors in Russellville, AR. They have done everything in their will power to make this right for me. They have provided great customer service as well as a vehicle to drive. And they did not have to provide a vehicle to drive. I am very pleased with them and the assistance they provided. This is only a complaint to Ford Motor Company. My hope is that Ford Motor Company will open an active investigation to look at the real cause of what happened so that they may prevent what happened to me going forward with other Ford Owners. I would also like Ford Motor Company to reimburse me for the expense to replace the moon roof. I am the owner of the vehicle, and I can be contacted by any method listed below. Thank you for taking the time to consider this issue.

Regards

Little Rock, AR
Email
Phone

CUSTOMER #:

INVOICE

Cogswell Motors

at your service Since 1999



P.O. Box 669 1900 E. MAIN
RUSSELLVILLE, AR 72811
479-968-2665
www.cogswellmotors.com

LITTLE ROCK, AR

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 131 AMBER SCHMOLL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
STAR WHITE	20	FORD EXPEDITION MAX	1FMJK1MT0LE		2738/2739	T8249	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06DEC19 DD			17:00 02JAN20			CASH	10JAN20
R.O. OPENED		READY	OPTIONS: SOLD-STK: ENG:3.5_Liter_GTDI				
11:42 02JAN20		11:06 10JAN20					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES WHILE DRIVING DOWN THE INTERSTATES THE SUNROOF BLEW UP

11000 REPLACED SUNROOF GLASS

675 JEFFERY, JEISON LIC#: 002607382

CPF

1 JL1Z*16500A18*A GLASS

PARTS: 1130.28 LABOR: 770.00 OTHER: 0.00 TOTAL LINE A: 1900.28

2739 TECH 675 VERIFIED SUNROOF BACK GLASS TO BE BROKEN. RECOMMEND REPLACE GLASS TO FIX. REMOVED AND VACUUM BROKEN GLASS. REMOVED HEAD LINER AND SUNROOF TRACK TO REPLACE THE BACK GLASS. REPLACED GLASS AND REASSEMBLED SUNROOF SYSTEM AND WORKING NORMAL.

B MULTI POINT INSPECTION

CAUSE: MULTI POINT INSPECTION

Q99PXX MULTI POINT INSPECTION WAS NOT PERFORMED

AT THIS TIME

220 TECH SHOP LIC#: 6372

IMPI

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)

CUSTOMER PAY EPA DIS/FEE, MISS FOR REPAIR ORDER

7.97

hereby authorize Cogswell Motors (Company) to repair my vehicle. I understand and agree that the repairs may include new or remanufactured parts (for warranty repairs) and new, used, after market, EOM and/or remanufactured parts (for repairs paid by the customer). I further authorize Company, its employees and agents to operate my vehicle on streets, highways or elsewhere for the purposes of testing, inspection and/or delivery. I permit Company to retain all parts replaced. An express mechanic's lien is hereby acknowledged on the above mentioned vehicle to secure the amount of repairs thereto. In the event of non-payment of this bill, I hereby agree to pay all costs of collection, including reasonable attorneys' fees and court costs. If I cancel repairs prior to their completion, a reasonable tear-down and reassembly fee will be applied. If I do not pick up my vehicle within 24 hours of being notified (either by phone, text, email or in person) that my vehicle is ready, I may be charged a storage fee of \$35 per day. Company is not responsible for delays caused by unavailability of parts or delays in parts shipments by supplier or manufacturer. Company is not responsible for any loss or damage to personal property left in vehicle.

DISCLAIMER: The only warranties which apply to the parts used are those which may be offered by the manufacturer. THE COMPANY HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE COMPANY ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES OR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME. ANY DIRECT DAMAGES WILL BE LIMITED TO AN AMOUNT EQUAL TO THE COST OF THE REPAIR MADE BY COMPANY.

DESCRIPTION	TOTALS
LABOR AMOUNT	770.00
PARTS AMOUNT	1130.28
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	7.97
TOTAL CHARGES	1908.25
LESS INSURANCE	0.00
SALES TAX	171.75
PLEASE PAY THIS AMOUNT	2080.00

Authorized Signature And Date



Cogswell Motors

1900 E. Main Street

Russellville Arkansas

72801

4799682665

Customer information

Street:

Zip code:

Cardholder Signature

Transaction information

Sale

Date: 01/10/2020 2:26 PM

Merchant ID: 400000292

Terminal ID: 00000001

Invoice No.:

Amount: \$2,080.00

Card Number: *****

Response Msg: Approved

Auth Code: 856148

Auth Mode: Issuer

Application Name: AMERICAN EXPRESS

Processed as: AMEX

Entry Method: Chip Read

Trace No.:

Reference No.:

Match AVS: Match Y

Match ZIP: Match Y

Match CVV: Not Present

Chip Card AID: A000000025010801

TVR: 0080008000

IAD: 06490103A0A006

TSI: E800

ARC: 00

Client ID:

User ID:

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).
Merchant / Customer Copy







Little Rock, AR

LITTLE ROCK
AR 722
27 JAN '20
PM 3 L



NHTSA Headquarters
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

20590-

