

<p style="text-align: center;">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</p>	FOR AGENCY USE ONLY 100148	
	Date Received 02-NOV-2022	Repository <input type="checkbox"/>

OWNER INFORMATION (Type or Print)			
Name	Address	City	State
		Weston	FL
		ZIP Code	
		Daytime Telephone Number	E-mail Address
		Evening Telephone Number	

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

VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FMJU1HT6ME		MAKE FORD	Model EXPEDITION
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Model Year 2021
Original Owner <input checked="" type="checkbox"/>	Dealer's City Plantation	6	GAS
STATE FL	ZIP Code 33317		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
		Incident Date(s)	13-SEP-2022

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Components Codes: 100000 POWER TRAIN	Failure Mileage 13722.0	Failure Speed 70 MPH

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: DOTM1 9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> 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), Injury(ies).)				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N

Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2021 Ford Expedition. The contact stated that while driving at an undisclosed speed, the vehicle briefly lost motive power with several unknown warning lights illuminated. The vehicle was able to accelerate shortly after losing motive power. Additionally, the transmission experienced rough shifting into the intended gear. The vehicle was taken to the dealer, where it was diagnosed with transmission valve body failure and the transmission valve body was replaced. The failure recurred while the contact's wife was driving with the vehicle jerking. The vehicle was taken back to the dealer, and the dealer reset the transmission. The manufacturer was not made aware of the failure. The failure mileage was 13,722.

This same incident has occurred 3 times with two occasions being on the I75 with major traffic around. Fortunately on both occasions alert drivers around us avoided a potential pile up.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

INVOICE

707 N. State Road 7 · Plantation, FL 33317
 Service: (954) 797-3740
 Parts: (954) 797-3750
 service@plantationford.com
 parts@plantationford.com
 www.plantationford.com

WESTON, FL

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 997706 JOSE BASANTA PEREZ

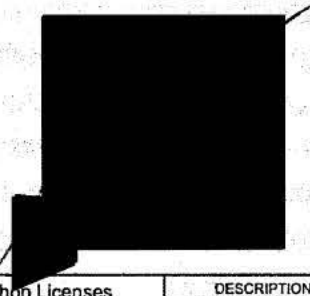
1/3

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	21	FORD EXPEDITION	1FMJUH1HT6ME [REDACTED]		16305/16312	T6580	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DD			18:00 12DEC22		189.99	CASH	03JAN23
R.O. OPENED	READY	OPTIONS:					
12:25 12DEC22	16:23 03JAN23						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

COUNT:
 CLAIM TYPE:
 AUTH CODE:
 997700

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

16312 ROAD TEST VEHICLE TRANSMISSION NOT SHIFTING PROPERLY AT TIMES
 SHIFT HARD , TSB WAS PERFORMED , TRANS DIAG NO CODES , DATE MONITOR
 ROAD TEST , REMOVE AND INSTALL NEW VALVE BODY REPROGRAM NEW STRATEGY
 PERFORMED ADAPTIVE LEARNED , ROAD TEST AFTER REPAIR WORKING PROPERLY AT
 THIS TIME .



The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [F.S.403.718] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [F.S.403.7185]	Motor Vehicle Repair Shop Licenses	DESCRIPTION	TOTALS
	State of Florida # MV-01833	LABOR AMOUNT	0.00
	Broward County # AR-0148	PARTS AMOUNT	0.00
	Body Shop AB3	GAS, OIL, LUBE	0.00
	Customer Email:	SUBLET AMOUNT	0.00
	CUSTOMER'S SIGNATURE	MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CUSTOMER:
 PLEASE READ THIS
 IMPORTANT INFORMATION

CUSTOMER COPY

METHOD OF PAYMENT
 CASH CHECK MSTR CARD AMEX VISA

"You" and "your" refer to the customer(s) to whom this invoice is issued. "We" and "us" refer to the dealership/motor vehicle repair shop identified on the face of this invoice and its employees, agents, successors, assigns, shareholders and directors.

Part descriptions containing REMAN indicate factory remanufactured parts.

DISCLAIMER OF WARRANTY: The only warranties applying to parts or labor are those offered by the manufacturer, if any. The applicability of any manufacturer's warranty, if any, shall be determined solely by such manufacturer's warranty. We hereby expressly disclaim all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and we neither assume nor authorize any other person to assume for us any liability in connection with the sale of the parts or service. You shall not be entitled to recover from us any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income or any other incidental damages.

I hereby acknowledge (i) receiving notification of, and authorizing and approving, all parts, labor, costs and fees described in this invoice prior to the work being done, (ii) inspecting, authorizing, approving and receiving in satisfactory condition the parts, labor and vehicle described in this invoice, (iii) receiving in satisfactory condition all accessories and personal belongings in the vehicle while it was in your possession, and (iv) receiving a copy of this invoice and reading and understanding all terms; and I hereby waive and release you from any claim or liability on account of the foregoing matters.

WESTON, FL

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 997706 JOSE BASANTA PEREZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	21	FORD EXPEDITION	1FMJU1HT6ME		16305/16312	T6580	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DD			18:00 12DEC22		189.99	CASH	03JAN23

R.O. OPENED: 12:25 12DEC22
READY: 16:23 03JAN23

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A EXPRESS SERVICE INSPECTION							
	Q99PX		EXPRESS SERVICE INSPECTION				
	997700	CQR				0.00	0.00
	GBATT		Battery condition is good				
	997700	CQR				0.00	0.00
	GBK		BRAKE LININGS ARE OK AT THIS TIME				
	997700	CQR				0.00	0.00
	GTIRE		TIRE TREADS AND WEAR ARE OK AT THIS TIME				
	997700	CQR				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B CUSTOMER STATES VEHICLE IS BANGING INTO GEAR WHEN DRIVING ON THE HIGHWAY SPEEDS
CAUSE: INTERNAL FAILURE

7001D	AUTOMATIC TRANSMISSION / ELECTRIC DRIVE - DIAGNOSIS (7000) - L						(N/C)
997700	WF						
7001D1	PID RECORDER/MONITOR TEST WITH ROAD TEST - L						(N/C)
997700	WF						
7001D14	AUTOMATIC TRANSMISSION MAIN CONTROL VALVE BODY - REPLACE (7A100/7G383/7G391) - L						(N/C)
997700	WF						
7001DXQ	AUTOMATIC TRANSMISSION / ELECTRIC DRIVE - DIAGNOSIS (7000) - L EXTRA TIME FOR A POST-REPAIR ROAD TEST.						(N/C)
997700	WF						
1	JL1Z*7A100*A CONTROL ASY - TRANSMISSION						(N/C)
8	XT*12*QULV OIL - AUTOMATIC TRANSMISSION						(N/C)
1	*W715131*S437 BOLT						(N/C)
4	*W520113*S440 NUT						(N/C)
1	PM*4*A BRAKE CLEANER						(N/C)

FC: P65 42
PART#: 7A100

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [F.S.403.718] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [F.S.403.7185]	Motor Vehicle Repair Shop Licenses	DESCRIPTION	TOTALS
	State of Florida # MV-01833	LABOR AMOUNT	
	Broward County # AR-0148	PARTS AMOUNT	
	Body Shop AB3	GAS, OIL, LUBE	
	Customer Email:	SUBLET AMOUNT	
	CUSTOMER'S SIGNATURE	MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

NOTICE TO CUSTOMER:
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METHOD OF PAYMENT

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DISCLAIMER OF WARRANTY: The only warranties applying to parts or labor are those offered by the manufacturer, if any. The applicability of any manufacturer's warranty, if any, shall be determined solely by such manufacturer's warranty. We hereby expressly disclaim all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and we neither assume nor authorize any other person to assume for us any liability in connection with the sale of the parts or service. You shall not be entitled to recover from us any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income or any other incidental damages.

I hereby acknowledge (i) receiving notification of, and authorizing and approving, all parts, labor, costs and fees described in this invoice prior to the work being done, (ii) inspecting, authorizing, approving and receiving in satisfactory condition the parts, labor and vehicle described in this invoice, (iii) receiving in satisfactory condition all accessories and personal belongings in the vehicle while it was in your possession, and (iv) receiving a copy of this invoice and reading and understanding all terms; and I hereby waive and release you from any claim or liability on account of the foregoing matters.

INVOICE

Service: (954) 797-3740
Parts: (954) 797-3750
service@plantationford.com
parts@plantationford.com
www.plantationford.com

PAGE 1

WESTON, FL
HOME:
BUS:

CONT:
CELL:

SERVICE ADVISOR: 997706 JOSE BASANTA PEREZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	21	FORD EXPEDITION	1FMJU1HT6MEZ		13722/13729	T6173	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DD			18:00 06SEP22		169.95	CASH	13SEP22
R.O. OPENED	READY	OPTIONS:					
08:08 06SEP22	17:08 13SEP22						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES VEHICLE STALLED OUT TWICE WHILE DRIVING THE WILL TURN ON AGAIN

NPF NO PROBLEM FOUND

997700 INC

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

13729 NO PROBLEM FOUND AT THIS TIME ,

B CUSTOMER STATES TRANSMISSION IS HARD SHIFTING INTO GEAR

CAUSE: CONTAMINATED

222139S RETRV DTC REPRGM TRANS STRA PCM/TCM OHAUL

VALBODY DRIVE CY

997700 WF

(N/C)

2 *W712658*S439 BOLT - HEX.HEAD

(N/C)

6 HL3Z*7G007*A RETAINER

(N/C)

4 *W520113*S440 NUT

(N/C)

1 *W715131*S442 BOLT

(N/C)

1 JL1Z*7N134*A BOLT

(N/C)

4 *W718353*S900 BOLT

(N/C)

3 *W711140*S901 BOLT

(N/C)

9 XT*12*QULV OIL - AUTOMATIC TRANSMISSION

(N/C)

FC: P65 49

PART#: 7A100

COUNT:

CLAIM TYPE:

AUTH CODE:

997700

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

13729 ROAD TEST VEHICLE TRANSMISSION HAS A HARD SHIFT, TRANSMISSION

DIAG NO CODES AT THIS TIME, SEARCH OASIS FOR RELATED CONCERN FOUND TSB

22-2139 FOLLOW SERVICE PROCEDURE, PERFORM EEC TEST NO CODES, PERFORMED

TRANSMISSION STRATEGY DOWNLOAD, PERFORMED ADAPTIVE LEARNED, O/H VALVE

BODY, ROAD TEST AFTER REPAIR WORKING PROPERLY AT THIS TIME.

C EXPRESS SERVICE INSPECTION

<p>The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [F.S.403.718] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [F.S.403.7185]</p>	<p>Motor Vehicle Repair Shop Licenses State of Florida # MV-01833 Broward County # AR-0148 Body Shop AB3</p>	DESCRIPTION	TOTALS
	<p>Customer Email: CUSTOMER'S SIGNATURE</p>	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

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METHOD OF PAYMENT
 CASH CHECK MSTR CARD AMEX VISA

INVOICE

WESTON, FL
 HOME:
 BUS:

CONT: [REDACTED]
 CELL: [REDACTED]

SERVICE ADVISOR: 997706 JOSE BASANTA PEREZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	21	FORD EXPEDITION	1FMJU1HT6M [REDACTED]		13722/13729	T6173	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DD			18:00 06SEP22		169.95	CASH	13SEP22
R.O. OPENED		READY	OPTIONS:				
08:08 06SEP22		17:08 13SEP22					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	Q99PX		EXPRESS SERVICE INSPECTION			0.00	0.00
	997700		CQR			0.00	0.00
	GBATT		Battery condition is good			0.00	0.00
	997700		CQR			0.00	0.00
	GBK		BRAKE LININGS ARE OK AT THIS TIME			0.00	0.00
	997700		CQR			0.00	0.00
	GTIRE		TIRE TREADS AND WEAR ARE OK AT THIS TIME			0.00	0.00
	997700		CQR			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:						0.00	0.00

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [F.S.403.718] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [F.S.403.7185]

Motor Vehicle Repair Shop Licenses State of Florida # MV-01833 Broward County # AR-0148 Body Shop AB3	DESCRIPTION	TOTALS
	LABOR AMOUNT	0.00
Customer Email:	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
CUSTOMER'S SIGNATURE	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CUSTOMER:
PLEASEREAD THIS

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METHOD OF PAYMENT
 CASH CHECK MSTR CARD AMEX VISA

INVOICE

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 parts@plantationford.com
 www.plantationford.com

WESTON, FL

PAGE 1

HOME: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 997706 JOSE BASANTA PEREZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	21	FORD EXPEDITION	1FMJU1HT6M [REDACTED]		14432/14458	T6215	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DD			18:00 03OCT22		169.95	CASH	21OCT22
R.O. OPENED	READY	OPTIONS:					
13:00 03OCT22	13:28 21OCT22						

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

A CUSTOMER STATES TRANSMISSION STARTED JERKING ON HIGHWAY
 CAUSE: RESET

7001D AUTOMATIC TRANSMISSION / ELECTRIC DRIVE -
 DIAGNOSIS (7000) - L

997700 WF

(N/C)

7001D1 PID RECORDER/MONITOR TEST WITH ROAD TEST -
 L

997700 WF

(N/C)

FC: P65 42

PART#: 7000

COUNT:

CLAIM TYPE:

AUTH CODE:

997700

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

14458 ROAD TEST CAR LIGHT SHUDDERS TRANS DIAG NO CODES CHECK FLUID
 FULL AND CLEAN , CLEAR TRANSMISSION STRATEGY PERFORM ADAPTIVE LEARNED
 ROAD TEST AFTER REPAIR WORKING PROPERLY AT THIS TIME ,

B EXPRESS SERVICE INSPECTION

Q99PX EXPRESS SERVICE INSPECTION

997700 CQR

0.00 0.00

GBATT Battery condition is good

997700 CQR

0.00 0.00

GBK BRAKE LININGS ARE OK AT THIS TIME

997700 CQR

0.00 0.00

GTIRE TIRE TREADS AND WEAR ARE OK AT THIS TIME

997700 CQR

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [F.S.403.718] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [F.S.403.7185]	Motor Vehicle Repair Shop Licenses State of Florida # MV-01833 Broward County # AR-0148 Body Shop AB3	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
	Customer Email:	LESS INSURANCE	0.00
	CUSTOMER'S SIGNATURE	SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

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METHOD OF PAYMENT

CASH CHECK MSTR CARD AMEX VISA

MIAMI FL 330
26 JAN 2023 PM 1 L



USA Forever

RECEIVED FEB 19 AM

AN

1200 NEW JERSEY AVE SE

WASHINGTON

DC 20519

20590-

