

11 / 14 / 2024

To:
National Highway Traffic Safety Administration
1200 New Jersey Ave SE
Washington, DC 20590

From:

[REDACTED]
Sylacauga, Alabama [REDACTED]

RE: SM 2021 [REDACTED]

Safety Recall Notice#: 05S28 Speed Control Deactivation Switch Fire and other requested repairs.

1994 Econoline 150

VIN: 1FDEE [REDACTED]

Complaint

Appeal

On [REDACTED] our vehicle would crank and run. It was completely intact, fully assembled. It needed a **Factory Safety Recall Repair** and other repairs. We contacted Talladega Ford:

Talladega Ford
723 Battle Street S
Talladega, Alabama 35160

We spoke with representative Micah Northcutt, whom we had previously spoken with. We asked Micah Northcutt about a wrecker service to have our vehicle taken to the dealership. Mr Northcutt recommended Ferrell Wrecker Service. Also at that time we told Mr Northcutt we wanted all our old parts.

Please See Exhibit: *(1) Actions taken from [REDACTED]

Received Default Docket Notice:

On [REDACTED] we went to first court hearing. Attorney Jeffery Lee Ingram and Don Wood/Representative of Tony Serra Ford, swore before Judge James Malone that the vehicle would be repaired **"way before time"**. There was no mention of us paying.

Please See Exhibit: *(1-A)

Received Trial Bench Notice:

On [REDACTED] we went to the second court hearing. A different attorney, Crawford James McCullers, and Don Wood/Representative of Tony Serra Ford were present. Attorney McCuller tried to enter deceiving/misleading documents, stating that Randy Visser/Talladega Ford was not owned, nor an entity of Tony Serra Ford, which Judge James Malone questioned the validity. Please see documents disproving the claim. Please see copy of documents we had previously requested from Tony Serra Ford regarding the work history on our vehicle. We were only given the requested documents on [REDACTED]. This delay in providing us the requested documents, compelled us to make an fully uninformed decision on [REDACTED]. Please see verdict.

Please See Exhibit: *(1-B)

Sent a copy of Complaint Dated [REDACTED] to:

State Of Alabama
Attorney General Office
Attorney General Steve Marshall
501 Washington Ave
Montgomery, Alabama 36130-0152

Please See Exhibit: *(1-C)

Exhibit: *(1)

ALABAMA JUDICIAL DATA CENTER
COURT PAYMENT SYSTEM

TALLADEGA COUNTY [REDACTED] RECEIPT NUMBER: [REDACTED]
DATE OF RECEIPT: [REDACTED] TIME: 16:08:23
RECEIPT FOR CASE: SM 2021 [REDACTED] BATCH: [REDACTED]
RECEIVED FROM: [REDACTED]

[REDACTED] VS TALLADEGA FORD/TONY SERRA FORD ETC

ACCOUNTS RECEIPTED:

LSE2	\$21.00
SADM	\$15.00
SERA	\$20.00
SMAP	\$50.00
SM03	\$217.00

RECEIVED BY: PAD CASH AMOUNT \$323.00

STATEMENT OF CLAIM
(Complaint)
General

Case Number

IN THE SMALL CLAIMS COURT OF Talladega County, ALABAMA
(Name of County)

[Redacted]

Defendant

Defendant's Home Address
Talladega Ford
Tony Serra Ford
Randy Visser
Additional Defendant(s) and Addresses
40863 U.S. HWY 280
Sylacauga, Al. 35150

Plaintiff's Attorney's Address
Prose

NOTICE TO EACH DEFENDANT -- READ CAREFULLY

YOU ARE BEING SUED IN THE SMALL CLAIMS COURT BY THE PLAINTIFF(S) SHOWN ABOVE. THE JUDGE HAS NOT YET MADE ANY DECISION IN THIS CASE, AND YOU HAVE THE RIGHT TO A TRIAL TO TELL YOUR SIDE.

HOWEVER, IF YOU, OR YOUR LAWYER, FAIL TO FILL OUT THE ENCLOSED ANSWER FORM AND DELIVER OR MAIL IT TO THE CLERK AT THE ADDRESS SHOWN BELOW, SO THAT IT WILL GET TO THE CLERK'S OFFICE WITHIN FOURTEEN (14) DAYS AFTER YOU RECEIVE THESE PAPERS, A JUDGMENT CAN BE TAKEN AGAINST YOU FOR THE MONEY OR PROPERTY DEMANDED IN THE FOLLOWING COMPLAINT, ONCE A JUDGMENT HAS BEEN ENTERED AGAINST YOU, YOUR PAYCHECK CAN BE GARNISHED AND/OR YOUR HOME OR PROPERTY SOLD TO SATISFY THAT JUDGMENT.

COMPLAINT

- I claim the defendant owes the plaintiff the sum of \$ 6,000.00 because:
Defendant failed To Repair Vehicle
Defendant damaged Vehicle while in repair Shop
Vehicle was running at time it was checked in repair shop, not running when picked
- Plaintiff also claims from the defendant court costs in the sum of \$ 395.00 (see note below), plus \$ _____ for interest and \$ _____ for lawyers' fees (only if plaintiff is represented by a licensed practicing attorney and if the contract or note you signed so provides.)

NOTE: The total amount of court costs may be more than this amount when the case is finally settled. The clerk will inform you of any additional costs at the close of the case.

CLERK'S ADDRESS:
Brian York
P.O. Box 183
Sylacauga, AL 35150

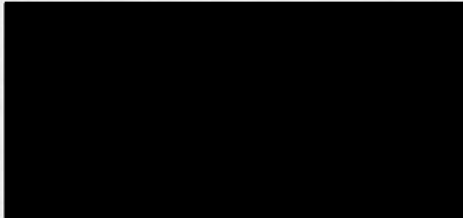
Clerk's Phone No. [Redacted]

(See instructions on the Back)

Date of Filing _____

SEP 28 PM 4:00
BRIAN YORK DISTRICT CT

The Small Claims Court Of Talladega County, Alabama



Plaintiff,

Vs

Talladega Ford

Tony Serra Ford

Randy Visser

Defendant,

Talladega Ford

723 Battle Street S

Talladega, Alabama 35160

Moved to:

Tony Serra Ford

Randy Visser

40863 US Hwy 280

Sylacauga, Alabama 35150

Complaint

Damage To Vehicle While In Repair Shop

Please see Release Agreement dated [REDACTED] explanation of complaint against Talladega Ford Talladega Alabama.

Exhibit 1: Release Agreement

On [REDACTED] vehicle was intact, would crank and in running condition at the time vehicle was put into the service department at Talladega Ford Talladega, Alabama.

On [REDACTED] vehicle had parts disconnected lying on floor of vehicle, would not crank or run. Mandy McCarney refused to give any creditable paperwork on dealership letterhead of labor and parts as we requested. Pictures of disconnected parts, lying in the floor of vehicle. Please see Exhibit 2.

Exhibit 2: Copies of receipts for towing vehicle, and piece of paper with alleged labor and parts. Picture of Mandy McCarney from official website and copy of her business card. Pictures of disconnected parts.

No response from dealership or manager.

[REDACTED] Sent demand letter to Talladega Ford, Talladega Alabama. Please see exhibit 3.

Exhibit: 3: Copy of Demand Letter dated [REDACTED] and U.S. Certified Mail Receipt. No Response.

[REDACTED] Sent Complaint Letter to Ford Motor Company/Customer Relations Manager. Please see Exhibit 4.

Exhibit: 4: Complaint Letter to Ford Motor Company/Customer Relations Manager, copy of U.S. Priority Mail Express Receipt, dated [REDACTED] and reply from Ford Motor Company/Customer Relations Manager, dated [REDACTED]

Exhibit: 1

[REDACTED]

From:

[REDACTED]

[REDACTED]

Sylacauga, Alabama [REDACTED]

[REDACTED]

To:

Talladega Ford

723 Battle Street S

Talladega, Alabama 35160

Re:

1994 Ford E-150 Econoline Van

VIN#: 1FDEE14H [REDACTED]

Release Agreement

On [REDACTED] my vehicle was towed to your shop located at:

Talladega Ford
723 Battle Street S
Talladega, Alabama 35160

by, Ferrell's Wrecker Service. I had previously spoken with Micah (representative in the repair shop) about the problems we were having with the vehicle.

- 1.) Vehicle was surging when cranked and continually surged.
- 2.) Engine light on and would not go out.
- 3.) "Safety Recall Reminder" was sent with vehicle, via Ferrell's Wrecker Service.
- 4.) Told Micah that we wanted all the old parts.

A few days afterwards I again spoke with Micah (representative in the repair shop). He stated to me that he was in the process of locating the problems with the vehicle. I told Micah that as soon as he located the problems to give me a call. After about a week he called and stated that they were still trying to locate the problems. He stated that he had repaired the "Safety Recall Repair". I then waited

another 3 to 5 days or more to call back. I again spoke to Micah (representative in the repair shop), he stated to me that Chris had been assigned to work on the vehicle and to give him a call back in a few days. After waiting a few days I called and requested to speak to Chris in the repair shop. Chris stated to me that he had not located the problem causing the engine surge and to give him a few days. I waited about a week and again I called the repair shop and requested to speak to Chris. Chris said that he had repaired the problem causing the engine surge and he would begin to work on the problem of the "engine light staying on". Chris also stated to me that the cost of fixing the problem causing the "engine to surge" would cost \$650.00. Chris said to give him a few days to repair the problem of the "engine light staying on". It was about five or more days afterwards I called Chris and he said that he had not been able to fix the problem with the "engine light staying on" and that he was working on it. A few days later I called the shop to speak to Chris. Mandy (representative in the repair shop) stated that Chris was no longer employed with Talladega Ford. (I can go on and on).

██████████ I called Mandy (repair shop manager) regarding Econoline Van. Mandy stated to me that the parts installed on the van did not work.

[REDACTED] at 10:31 am: Called Mandy and she stated to me that she had called her parts manager in Birmingham and was waiting for him to return her call.

[REDACTED] at 3:47 pm: Called Mandy and she stated that parts had been removed from the van and that they had been replaced with new parts. Mandy stated that the Ford dealership had discarded the original parts and that they would not be able to give them back. Also, at this time Mandy McCarney told us to come and pick up our vehicle.

I stated to Mandy that I would be coming to pick up the 1994 E-150 Ford Econoline van.

Mandy agreed to have (her manager) to sign a (Release Agreement) stating that there would be no charge for labor or parts for the vehicle.

We requested to inspect the vehicle before manager signs Release Agreement.

_____ _/___/____

_____ _/___/____

(Owners): [REDACTED]

_____ _/___/____

