

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 119

Date Received

02-MAR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

857789

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield or drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMRU18W7WB00478	FORD TRUCK	EXPEDITION	1998	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
--	---	---	--	--	--	--

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN TRAVELING AND UPON DEPRESSING BRAKE PEDAL TO MAKE A SUDDEN STOP CONSUMER NOTICED BRAKE FADING AWAY AND CAUSING EXTENDED STOPPING DISTANCE. CONSUMER HAS CONTACTED THE DEALER, DEALER UNABLE TO DETERMINE THE CAUSE. PLEASE PROVIDE ANY FURTHER DETAILS. *AK

CONTINUED ON BACK

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.



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OFFICE
DEFECTS INVESTIGATION

Ed or
n dt
id
up Mr

Reference No.

857789

OWNER INFORMATION (Type or Print)

Work Number

Home Number

Do you authorize NHTSA to send a representative to the manufacturer of your vehicle?
In the absence of your name and address to the vehicle manufacturer.

☒ YES ☐ NO

Signature of Owner

Date 3/27/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1FMRU18W7WB00478
Vehicle Make FORD TRUCK
Vehicle Model EXPEDITION
Vehicle Year 1998
Current Odometer Reading 19531

Purchase Date

9-7-98

Dealer's Name CENTURY FORD, INC

Engine Size
(CID/CC/L

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injection

☒ New ☐ Used

City ROCKVILLE State MD Zip Code 20852

No Cylinders

Transmission Type ☐ Manual ☒ Automatic
Antilock Brakes ☒ Yes ☐ No
Restraint System ☒ 3-Point Belt ☐ Motorbelt
☒ Driverside Airbag ☐ 2-Point Belt
☒ Passengerside Airbag
Cruise Control ☒ Yes ☐ No
Drive Train ☐ Front ☐ Rear ☒ 4-Wheel
Vehicle Type ☐ Car ☒ Sport Ute
☐ Van ☐ Truck
☐ Minivan ☐ Motorcycle
☐ Other
Body Style ☐ 2-Door
☐ 4-Door
☐ Stationwagon
☐ Pick Up Truck
☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000 Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM
Location ☐ Left ☐ Right ☐ Front ☐ Rear
Failed Part(s) ☒ Original ☐ Replacement
No of Failures Date(s) of Failure(s) 1/1/99, 2/3/99, 2/10/00, 2/24/00
Mileage at Failure(s) 4503, 5767, 19154, 19531
Vehicle Speed at Failure(s) 100, 10, 41A, 15
Failed Part(s) Available? ☒ Yes ☐ No
NHTSA Previously Contacted? ☐ Yes ☒ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No
Fire ☐ Yes ☒ No
Number of Persons Injured
Number of Fatalities
Estimated Property Damage
Reported to Police ☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN TRAVELING AND UPON DEPRESSING BRAKE PEDAL TO MAKE A SUDDEN STOP CONSUMER NOTICED BRAKE FADING AWAY AND CAUSING EXTENDED STOPPING DISTANCE. CONSUMER HAS CONTACTED THE DEALER, DEALER UNABLE TO DETERMINE THE CAUSE. PLEASE PROVIDE ANY FURTHER DETAILS. *AK

POWER IN BRAKES HAS FAILED TWICE ON THIS VEHICLE. THE POTENTIAL FOR SERIOUS DAMAGE TO PROPERTY & PEOPLE IS HIGH DUE TO THIS BRAKING FAILURE. I HAVE TAKEN VEHICLE IN FOR SERVICE FOUR TIMES FOR ABS WARNING LIGHT ILLUMINATING AND TWICE FOR

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

POWER IN BRAKES FAILURE. I WILL NOT DRIVE THIS
VEHICLE BECAUSE OF THIS SERIOUS DEFECT. I HAVE
SENT IN DISPUTE SETTLEMENT BOARD APPLICATION AND
MUST BORROW/RENT A VEHICLE UNTIL THEY RENDER
DECISION. THIS HAS BEEN RATHER COSTLY AND I WOULD
LIKE REIMBURSEMENT

U.S. Government Printing Office, 1985 - 623-380

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

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

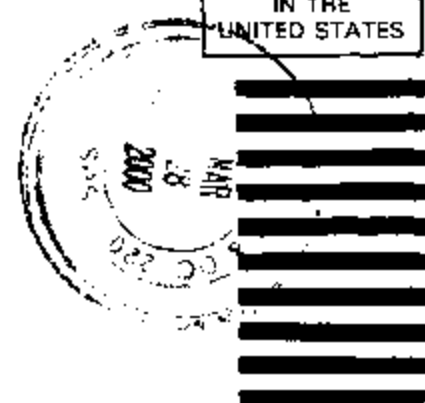
BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN

U.S. Department of Transportation
National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES





CENTURY FORD, INC.
718 ROCKVILLE PIKE
ROCKVILLE, MARYLAND 20852

DATE 09/07/98

STOCK # 88520
Phone: (301) 424-5000

RES. PHONE
CUST. NO.
17
BUS. PHONE
17031288-8909

BUYER'S NAME

BUYER'S SOC. SEC. # 226762154

CO-BUYER'S NAME

CO-BUYER'S SOC. SEC. #

STREET ADDRESS

CO

STATE

PLEASE ENTER MY ORDER FOR:

☐ NEW

☐ USED

☐ CAR

☐ TRUCK

☐ DEMO

YEAR

98

MAKE

FORD

MILEAGE (No 1/10)

336

MODEL EXPEDITION

BODY TYPE

UT

COLOR

PS/GREEN

TRIM

SERIAL NO.

1 F H R U I 8 W 7 W L B 0 0 4 2 8

KEY NUMBER

1236X (M)

TRADE-IN VEHICLE INFORMATION

YEAR MAKE MILEAGE (No 1/10)
MODEL BODY TYPE
SERIAL # TAG #
BALANCE OWED TO:
ADDRESS
C.S.Z. PHONE #

TRADE-IN VALUE CASH

ALLOWANCE ON TRADE-IN N/A
BAL. OWED ON TRADE-IN (ESTIMATED)* N/A
NET ALLOWANCE N/A
CASH WITH ORDER 21556.34
TOTAL CREDITS (TRANSFER TO RIGHT COLUMN) 21556.34

INSURANCE INFORMATION

BUYER'S DOB 11/28/57
BUYER'S LICENSE # 226 76 2154 VA
CO-BUYER'S DOB
CO-BUYER'S LICENSE #
INSURED BY USAA
POLICY #
AGENT
STREET ADDRESS
CITY, STATE, ZIP
PHONE 8005318111

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY! The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract sale.

* PAYOFF AMOUNT IS AN ESTIMATE, AND BUYER IS RESPONSIBLE FOR DIFFERENCE, IF ANY

TRADE SUBJECT TO REAPPRAISAL ON FACTORY ORDERS

I have read the matter on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. The front and back hereof comprise the entire agreement effecting this order and no other agreement or understanding of any nature concerning same has been made or entered into. I hereby acknowledge receipt of a copy of this order.

THIS ORDER IS NOT BINDING UNTIL ACCEPTED BY DEALER'S AUTHORIZED REPRESENTATIVE

BUYER'S SIGNATURE

CO-BUYER'S SIGNATURE

ACCEPTED BY

DATE 09/07/98

SALESPERSON (PRINT)

5068

SOLD VEHICLE INFORMATION

BASE PRICE	\$ 30528.00
ACCESSORIES	\$ N/A
DEALER INSTALLED OPTIONS	
DEALER PROCESSING CHARGE	\$ 25.00
(NOT REQUIRED BY LAW)	
☐ RUSTPROOFING ☐ PAINT SEALANT	
☐ UNDERCOATING ☐ FABRIC PROTECTION	
TOTAL	\$ 30553.00
STATE TAXES 3.0 % OF \$ 30528.00	\$ 915.84
TITLING & LICENSING FEES	\$ 87.50
TOTAL OF ABOVE ITEMS	\$ 31556.34
TOTAL CREDITS (TRANSFERRED FROM LEFT COLUMN)	\$ 21556.34
BALANCE DUE FOR VEHICLE	\$ N/A
EXTENDED SERVICE PLAN	\$ N/A
TOTAL DUE	\$ 10000.00

* (703) 642-4050 JERRY'S FORD SERVICE DEPARTMENT (703) 642-4050 *
 * 6510 LITTLE RIVER TURNPIKE *
 * ANNANDALE, VIRGINIA 22312 *
 * OPEN WEEKDAYS FROM 7AM-6PM AND SATURDAYS FROM 9AM-3PM. CASH ONLY *

CUSTOMER NO. 98266		ADVISOR JOHN W GEREKE JR	4485	CARD NO. 97.	INVOICE DATE 01/04/99	INVOICE NO. FDCS159560
		LABOR RATE		MILEAGE IN 4503	COLOR GREEN/	STOCK NO.
		YEAR/MAKE/MODEL 98/FORD TRUCK/EXPEDITION/4X4 4DR UT			DELIVERY DATE 09/07/98	DELIVERY MILES
		VEHICLE ID. NO. 1 FMRU18M7WLB00478			SELLING DEALER NO.	PRODUCTION DATE 01/05/98
		F.T.E. NO.	P.O. NO.		R.O. DATE 01/04/99	
		EN 4.6L SOHC ROMEO				MILEAGE OUT

JOB# 1 CHARGES

LABOR	5,000 MILE SERVICE	TECH(S):8140	41.90
JH 1 02FDZMA051	5,000 MILE SERVICE		
	CHANGE OIL AND FILTER, CHECK AND CORRECT ALL FLUID LEVELS AS NECESSARY. INSPECT BELTS, HOSES, BATTERY AND CABLES. ROTATE TIRES.		

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	FLAZ-6731-80	FILTER ASY ..	7.50	7.50
				TOTAL - PARTS	7.50

G.O.G. & SUPPLIES-----				
5.0 MOTOR OIL	@	1.250 /UNIT		6.25
			TOTAL - 600	6.25

JOB# 1 TOTALS		
	LABOR	41.90
	PARTS	7.50
	H.O.B.	6.25

JOB#	1	JOURNAL	PREFIX	F005	JOB#	1	TOTAL	55.65
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JOB# 2 CHARGES-----		CROW 1 CROWBAR PREPARE FOR REMOVAL		CROW 1 CROWBAR PREPARE FOR REMOVAL	
LABOR-----		ANTI LOCK BRAKES		TECH(S):8140	
JH 2 21F02		LIGHT IS ON		WARRANTY	
		DIAGNOSE ANTILOCK BRAKING SYSTEM. ROAD TEST. REPLACE BOTH FRONT SPEED SENSORS. RETEST. OK.			

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	2	F75Z-2C204-AA	SENSOR ASY		
				TOTAL - PARTS	0.00

JOB# 2 TOTALS-----

JOBN 2 JOURNAL PREFIX FOGS JOB# 2 TOTAL.	0.00
--	------

JOHN 3 CHARGES		
LABOR		
JOH 3+13FOZS14	98\$14	TECH(S):8140
LUG NUT RECALL		
REPLACED LUG NUTS PER RECALL		
		WARRANTY

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	20	F852-1012-AJ	NUT - W		0.00
TOTAL - PARTS					0.00

JOHN 3 TOTALS-----

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320	321	322	323	324	325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340	341	342	343	344	345	346	347	348	349	350	351	352	353	354	355	356	357	358	359	360	361	362	363	364	365	366	367	368	369	370	371	372	373	374	375	376	377	378	379	380	381	382	383	384	385	386	387	388	389	390	391	392	393	394	395	396	397	398	399	400	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416	417	418	419	420	421	422	423	424	425	426	427	428	429	430	431	432	433	434	435	436	437	438	439	440	441	442	443	444	445	446	447	448	449	450	451	452	453	454	455	456	457	458	459	460	461	462	463	464	465	466
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MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----
JOB # 1	HW HAZARDOUS WASTE	
		TOTAL : MISC

6417-2-36-2-1N3

6478

630486



INVOICE

8201 LEESBURG PIKE
 TYSONS CORNER
 VIENNA, VA 22182
 (703) 448-0100

PAGE 1

SERVICE ADVISOR: 5568 LARRY SHAFFER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	1998	FORD EXPEDITION	1FMRU18W7WLB00478		5737/5737	T1442	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN1999			17:00 04FEB99			CASH	05FEB1999
R.O. OPENED		READY	OPTIONS: DLR:27A014 ENG:4.6 Liter EFI-SOHC (R)				

07:09 04FEB99 14:26 05FEB99

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

A ABS LIGHT ON AND BRAKES SEEM TO FAIL HIT THE BRAKES AND THE PEDAL
 WENT WAY DOWN

CAUSE: 5737 ROAD TEST TEST ABS WITH NGS CODE C1233 AND C1158 ROAD TEST
 WITH NGS PINPOINT TEST RR LEFT FRT ROTOR AND BRAKES REPLACE
 SPEED SENSOR R

2219D ANTI-LOCK BRAKE SYSTEM - DIAGNOSIS

4013 JOE MILLER LIC#: 4013

WF4

(N/C)

1 F75Z*2C204*AA SENSOR ASSY

(N/C)

2219DXV SUPPLEMENT: ROAD TEST

4013 JOE MILLER LIC#: 4013

WF4

(N/C)

2219D13 PIN POINT TEST - DIAGNOSIS

4013 JOE MILLER LIC#: 4013

WF4

(N/C)

2219D2 SENSOR ASSY - FRONT (2C184/2C204)

REPLACE ONE

4013 JOE MILLER LIC#: 4013

WF4

(N/C)

PC: H19 42

PART#: F75Z*2C204*AA

COUNT:

CLAIM TYPE:

AUTH CODE:

4013

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

5737 ROAD TEST TEST ABS WITH NGS CODE C1233 AND C1158 ROAD TEST WITH
 NGS PINPOINT TEST RR LEFT FRT ROTOR AND BRAKES REPLACE SPEED SENSOR
 ROAD TEST

SERVICE

MONDAY thru FRIDAY - 6:30 AM to 7:00 PM

HOURS: SATURDAY HOURS BY APPOINTMENT ONLY 8:00 AM to 2:00 PM

TERMS: STRICTLY CASH. LINES ARE ARRANGEMENTS MADE IN ADVANCE. ALL PARTS AND SERVICE ARE SOLD "AS IS". THIS IS A DISCLAIMER OF ANY
 IMPLIED WARRANTIES. DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED, AND THAT ANY DEFECT IN THIS LABOR
 WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THE REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM DATE OF
 REPAIR, WHICHEVER FIRST OCCURS.
 I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to
 vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in
 parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets,
 highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the
 amount of repair thereto. The dealership is not responsible for damages from testing due to lack of insurance.

X CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER

February 8, 1999

Mr. Clive Woodrow
Ford Motor Company
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121

Re: 1FMRU18W7WLB00478

Dear Mr. Woodrow,

I purchased a 1998 Ford Expedition on September 7, 1998 with the above referenced serial number from Century Ford, Inc. in Rockville, MD.

On or about January 1, 1999 while driving this vehicle the ABS warning light illuminated. The manual suggests having the car serviced, but driving the vehicle would not harm the braking systems or reduce the effectiveness of the brakes. Nevertheless, I parked the vehicle in the driveway and left it at Jerry's Ford in Annandale, VA on January 3, 1999. Jerry's Ford diagnosed the problem as faulty front speed sensors and replaced them on January 4, 1999.

One week later the ABS light illuminated while driving at approximately 50 mph. One hour later the light went out while driving and did not illuminate until February 3.

On February 3, 1999 after starting the car and exiting the parking lot, I attempted to stop at an intersection and the power in the brakes failed. After pushing down the brake pedal with all my strength, I managed to stop the vehicle. Luckily, there was no one in front of me. I then drove down a street with little or no traffic to see if it was an isolated incident: it wasn't. The ABS light illuminated and I could stop the vehicle only by pushing the brake all the way down. I had lost the power in the brakes. I then drove the car very carefully to Tyson's Ford. Tyson's Ford kept the vehicle for two days and could not duplicate the problem. They replaced one of the speed sensors.

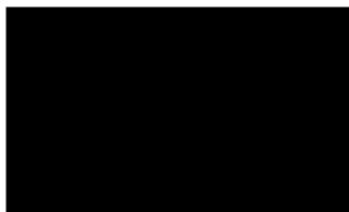
The purpose of this letter is twofold. First, to alert you to this dangerous problem and second to put you on notice that I will hold Ford Motor Company responsible for any and all damages, due to the faulty brakes on this vehicle.

This vehicle was purchased primarily for safety for my wife and upcoming child. At this point, not only do we feel unsafe, but have serious concern for the safety of drivers and pedestrians near this vehicle.

Mr. Clive Woodrow
February 8, 1999
Page Two

The Ford Motor Company must arrange to immediately correct this problem. Please contact me upon receipt of this letter.

Sincerely,



cc: Mr. Jack Nesser

6478

661393

INVOICE



8201 LEESSBURG PIKE
"TYSONS CORNER"
VIENNA, VA 22182
(703) 448-0100

PAGE 2

SERVICE ADVISOR: 9930 WALTER WHEELER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	98	FORD EXPEDITION	1FMRU18W7WLB00478		19154/19154	T5326
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
JAN1999			17:00 16FEB00			CASH
R.O. OPENED	READY	OPTIONS: DLR:27A014 ENG:4.6 Liter EFI-SOHC (R)				
15:52 15FEB00	15:07 16FEB00					

NE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1 F8PZ*12259*1A	KIT	DISTRIBUTOR WIRE ASSY				(N/C)
1 AWSF*32P*P	SPARK	PLUG ASY				(N/C)
12259A	SPARK	PLUG WIRES (12259/12286)		REPLACE		
454	BRETT MACLEAN	LICH# 3706				
WR4						(N/C)
12650DX1	SUPPLEMENT	EXTRA TIME TO REPEAT FINAL				
QUICK TEST						
454	BRETT MACLEAN	LICH# 3706				
WR4						(N/C)
FC: E29 42						
PART#	F8PZ*12259*1A					
COUNT:						
CLAIM TYPE:						
AUTH CODE:						

RTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

154 NGS SELF TEST CODE P0307 REPLACED PLUG 5 PLUG WIRES & CLEARED
DE & RETESTED & ROAD TESTED

SCHEDULE "A" MAINTENANCE SERVICE INCLUDING OIL/ENGINE OIL
CONDITIONER/LUBRICATION/TOP FLUIDS/TIRE ROTATION/EXHAUST
INSP/DRIVE BELT INSP AND ADJUSTMENT/SERVICE BATTERY AND LOAD
TEST/CK TIRE PSI AND ADJUST

IASERV A SERVICE
2054 CP 57.85 57.85
1 111 BG OIL CONDITIONER 8.70 8.70 8.70
1 FIAZ*6731*BD FILTER ASY OIL 6.74 6.74 6.74
5 OIL MOTORCRAFT 5W-30 1.39 1.39 8.34
RTS: 23.78 LABOR: 57.85 OTHER: 0.00 TOTAL LINE C: 81.63

154 A SERV 1.2 COMP

CK/DRIVER WINDOW FROM DOWN/TO UP WEATHER STRIP ROLLS

SERVICE

MONDAY thru FRIDAY - 6:30 AM to 7:00 PM

HOURS: SATURDAY HOURS BY APPOINTMENT ONLY 8:00 AM to 2:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTE: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE. ALL PARTS AND SERVICE ARE SOLD "AS IS". THIS IS A DISCLAIMER OF ANY
WARRANTY. THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED, AND THAT ANY DEFECT IN THIS LABOR
HIGH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THE REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM DATE OF
PART, WHICHEVER FIRST OCCURS.
I hereby authorize the repair work, herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to
this or other vehicle or parts or for any other loss or damage beyond your control or for any delays caused by unavailability of parts or delays in
the shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on street,
highway or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the
cost of repair thereto. The dealership is not responsible for damages from flooding due to leak of antifreeze.

CUSTOMER SIGNATURE

CUSTOMER

6478

661393



INVOICE

8201 LEEBSBURG PIKE
"TYSONS CORNER"
VIENNA, VA 22182
(703) 448-0100

PAGE 3

SERVICE ADVISOR: 9930 WALTER WHEELER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	98	FORD EXPEDITION	1FMRU18W7WLB00478		19154/19154	IT5326	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV DATE
01JAN1999			17:00 16FEB00			CASH	16FEB2000
R.O. OPENED		READY	OPTIONS: DLR:27AD14 ENG:4.6 Liter EFI-SOHC (R)				

12:52 15FEB00 15:07 16FEB00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	RES	RESCHEDULE FOR FUTURE					
	99	CP				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

8.68

OIL CHANGES ARE NOT ENOUGH!!!

WE OFFER THE JELSTEIN R-2000

THE ULTIMATE IN ENGINE PROTECTION!

LEFT MESSAGE AT WORK

MR BLACK:

FOR ABS LIGHT A SENSOR WAS REPLACED

FOR ENG LIGHT A SPARK PLUG + WIRE WAS
REPLACE

IF ANY QUESTION CALL ME WALTER

THANKS

SERVICE

MONDAY thru FRIDAY - 6:30 AM to 7:00 PM

HOURS: SATURDAY HOURS BY APPOINTMENT ONLY 8:00 AM to 2:00 PM

PLEASE: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE. ALL PARTS AND SERVICE ARE SOLD "AS IS". THIS IS A DISCLAIMER OF ANY IMPLIED WARRANTIES. DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED, AND THAT ANY DEFECT IN THIS LABOR WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THE REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM DATE OF REPAIR, WHICHEVER FIRST OCCURS.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss of damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you third party employee permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs charged. The dealership is not responsible for damages from flooding due to lack of maintenance.

X CUSTOMER SIGNATURE

LABOR AMOUNT	57.85
PARTS AMOUNT	23.78
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	8.68
TOTAL CHARGES	90.31
LESS INSURANCE	0.00
SALES TAX	1.07
PLEASE PAY THIS AMOUNT	91.38

CUSTOMER

February 29, 2000

Customer Assistance Center
Ford Motor Company
300 Renaissance Center
PO Box 43360
Detroit, MI 48243

Re: IFMRU18W7WLB00478

To Whom It May Concern:

I purchased a 1998 Ford Expedition on September 7, 1998 with the above referenced vehicle identification number from Century Ford, Inc. in Rockville, MD.

On or about January 1, 1999 while driving this vehicle the ABS warning light illuminated. The manual suggests having the car serviced, but driving the vehicle would not harm the braking systems or reduce the effectiveness of the brakes. Nevertheless, I parked the vehicle in the driveway and left it at Jerry's Ford in Annandale, VA on January 3, 1999. Jerry's Ford diagnosed the problem as faulty front speed sensors and replaced them on January 4, 1999.

One week later the ABS light illuminated while driving at approximately 50 mph. One hour later the light went out while driving and did not illuminate until February 3.

On February 3, 1999, I attempted to stop at an intersection and the power in the brakes failed. After pushing down the brake pedal with all my strength, I managed to stop the vehicle. Luckily, there was no one in front of me or in the intersection. I then drove down a street with little or no traffic to see if it was an isolated incident: it wasn't. The ABS light illuminated and I could stop the vehicle only by pushing the brake all the way down. I had lost the power in the brakes. I then drove the car very carefully to Tyson's Ford. Tyson's Ford kept the vehicle for two days and could not duplicate the problem. They replaced one of the speed sensors.

On or about February 10, 2000, the ABS light illuminated. I brought the car in for service on February 15 to Tyson's Ford. They once again replaced the sensor.

On February 26, 2000 after exiting my driveway, I attempted to stop at an intersection and the power in the brakes failed. I did manage to stop the vehicle prior to hitting another vehicle or going into the intersection. After driving very cautiously for several miles the ABS light illuminated. I dropped off the car at Tyson's Ford where they are working on the vehicle.

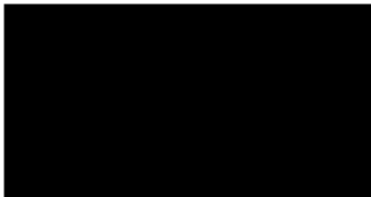
Page Two
February 29, 2000
Customer Assistance Center
Ford Motor Company

The problems with this vehicle are well documented. The ABS lights have illuminated at least four times and sensors were replaced each time. The power in the brakes have failed twice and I have been fortunate that people and property were not harmed.

I do not feel safe driving this vehicle any longer. There is no warning as to when the power in the brakes will fail and I am afraid the next time, I may harm people and property.

Therefore, per State of Virginia 'Lemon Law', I am requesting a refund for the above referenced vehicle. Please contact me immediately to resolve this problem.

Sincerely,



cc: NHTSA

6478

662438

INVOICE



8201 LEEBURG PIKE
 TYSONS CORNER
 VIENNA, VA 22182
 (703) 448-0100

PAGE 1

SERVICE ADVISOR: 9930 WALTER WHEELER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	98	FORD EXPEDITION	1FMRU18W7WLB00478		19531/19531	T5556	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE
01JAN1999			17:00 28FEB00			CASH	29FEB2000
R.O. OPENED		READY	OPTIONS: DLR:27A014 ENG:4.6 Liter EFI-SOHC (R)				

06:47 28FEB00 15:42 29FEB00

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

A POWER BRAKES FAILED/ABS LIGHT IS ON

CAUSE: 19531 RAN PINPOINT TEST E CHECKED WIRING WITH BREAKOU BOX WIRING

GOOD & FOUND SPINDLE BEARING COMING APART PUTTING GREASE ON

SPEED SENSOR

MT2219 ABS DIAGNOSIS

454 BRETT MACLEAN LIC#: 3706

WF4

(N/C)

1 XL1Z*1104*AE HUB ASY-FRT-WHL

(N/C)

1 XL1Z*1125*AA DSC-FRT-WHL-BRK

(N/C)

MT1104A REPLACED HUB

454 BRETT MACLEAN LIC#: 3706

WF4

(N/C)

PC: H19 42

PART#: XL1Z*1104*AE

COUNT:

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 TOTAL LINE A: 0.00

19531 RAN PINPOINT TEST E CHECKED WIRING WITH BREAKOU BOX WIRING GOOD &

FOUND SPINDLE BEARING COMING APART PUTTING GREASE ON SPEED SENSOR

REPLACED HUB & ROTOR WAS UNABLE TO SEPERATE THE TWO & RETESTED

OPERATING NORMAL

OIL CHANGES ARE NOT ENOUGH!!!

WE OFFER THE BILSTEIN R-2000

ENGINE FLUSH SYSTEM

THE ULTIMATE IN ENGINE PROTECTION!

SERVICE

MONDAY thru FRIDAY - 6:30 AM to 7:00 PM

HOURS: SATURDAY HOURS BY APPOINTMENT ONLY 8:00 AM to 2:00 PM

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE. ALL PARTS AND SERVICE ARE SOLD "AS IS". THIS IS A DISCLAIMER OF ANY IMPLIED WARRANTIES. DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED, AND THAT ANY DEFECT IN THIS LABOR WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THE REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM DATE OF REPAIR, WHICHEVER FIRST OCCURS. I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby agree and authorize your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

X CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER