



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 335

Date Received: 08-11-03  
Repository:   
Reference No.: 10024370

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: DUBUQUE State: IA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]  
Evening Telephone Number: [Redacted]  
E-mail Address: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: 7/22/03

VEHICLE INFORMATION

Make: FORD Model: RANGER Model Year: 2002  
Date Purchased: [Redacted] Dealer's Name and Telephone Number: MIKE FINNIN FORD  
Original Owner:  Dealer's City: Dubuque State: IA Zip Code: 52001  
Engine: 4.0 No. of Cylinders: 6 Cyl. Fuel Type: Ethanol 89 OCTANE  
Transmission Type: 5-Speed AUTO TRANS.  Antilock Brakes  Cruise Control  
Powertrain: 4.10 RATIO REGULAR AXLE  
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL  
Multiple Failures: -1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): [Redacted] Failure Mileage: [Redacted] Failure Speed: Constant  
JACK BROKE, Different size spare, rearend making noise, Brakes locked up causing damage

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Goodyear Tire Model (Name or Number): Goodyear Tire Size (Example P215/65R15): P245/75/R16  
DOT No. (Example: DOTM1A9ABC036)  Original Equipment  Prior Regal Failure Location: [Redacted]  
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident, failure(s), cause(s), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: 0 Number of Deaths: 0 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).

WHEN ACCELERATING THERE IS A LOUD CLUNKING NOISE. \*AK

Using spare which is P235/75/R15. Running P245/75/R16 RATED FOR "High Risk Rollover" Jack broke when I was changing tire. P.S. I would like to have someone come and look at truck. So I can show you

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

show you the problem

\*--- 1 of 3 -----\*

RO No: 133600    Opened: 06JAN03    Closed: 28JAN03    Mileage: 1155  
Line Code: [REDACTED] 147    Comeback: N  
Complaint:            CUSTOMER STATES PAINT DEFECT ON LFT REAR DOOR  
Cause: R&R INT TRIM PANEL R&R SEAT BELT R&R GLASS REFINIS H LEFT REAR DOOR PAINT  
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
1409 5459 WBF B                    ACTUAL TIME SPENT NO LABOR OP  
1409 5459 WBF P101                  BASIC PAINT OPERATION - ONE COLOR - L  
1409            WMAT 9997                        MISC. SHOP CHARGES  
COMMENTS: REPAIR AND REFINISH LEFT REAR DOOR. PAINT  
          IN DIRT. CUSTOMER PAYS NOTHING, THANK YOU.

\*--- 2 of 3 -----\*

RO No: 133816    Opened: 14JAN03    Closed: 21JAN03    Mileage: 1668  
Line Code: [REDACTED]            Comeback: N  
Complaint:            CUSTOMER STATES WHEN PUT ON CRUISE THE VEH MAKES VIBRATION NOI  
Cause: TEST DROVE WITH CUSTOMER,, VERIFY COMPLAINT, CK OU T ACCELERATOR CABLE AN  
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
3521 1734 WF40 MT                    NO LABOR OP DESIGNATED  
3521 1734 WF40 MT                    NO LABOR OP DESIGNATED  
COMMENTS: REPL ACCELERATOR PEDAL AND CABLE , VIBRATION RA  
          TTLE THROUGH PDEAL AND CABLE

Press return to continue, S# for story, or E to exit:

\*--- 3 of 3 -----\*

RO No: 127517    Opened: 20MAY02    Closed: 21MAY02    Mileage: 3  
Line Code: [REDACTED]            Comeback: N  
Complaint: 50            PREDELIVERY  
Cause:  
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
8839 7849 IF 50                      PREDELIVERY  
8839 7849 IF PPO                     PREDELIVERY PARTS ONLY  
COMMENTS: PREDELIVERY

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**