 <p style="text-align: center;"><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>                  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 100182	
		Date Received MAR 23 01:11:11 01-MAR-2004	Repository <input type="checkbox"/> Reference No. 10061088
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City HAGERSTOWN	State MD	Zip Code	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner _____ Date 3-2-04			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FTYR10U73		Make FORD	Model Year 2003
Date Purchased 8-23-03	Dealer's Name and Telephone Number Hagerstown Ford 301-733-3674		Model RANGER
Original Owner <input checked="" type="checkbox"/>	Dealer's City	Engine: No. Cylinders 6	Fuel Type:
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	State	Zip Code
Powertrain		Vehicle Component Code 180000 VEHICLE SPEED CONTROL	
		Multiple Failure: 1	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Incident Date(s)	Failure Mileage 10	Failure Speed	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)		Tire Size (Example P216/86R15)
DOT No. (Example: DOTM1ABBC096)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code			Tire Failure Type
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and 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), 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 VEHICLE IDLED, ENGINE SLOWED DOWN TO BELOW 500 RPMs, AND THEN CHARGED BACK UP TO 3000 RPMs. DEALER SAID THIS WAS A CHARACTERISTIC OF THIS VEHICLE. *AK			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoices.		<b>ATTACH ADDITIONAL SHEETS IF NECESSARY</b>	
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.			

J. JOSEPH CURRAN, JR.  
Attorney General



WILLIAM LEIBOVICI  
Chief, Consumer  
Protection Division

DONNA HILL STATION  
Deputy Attorney General

STATE OF MARYLAND  
OFFICE OF THE ATTORNEY GENERAL  
CONSUMER PROTECTION DIVISION

November 24, 2003

[REDACTED]  
Hagerstown, MD [REDACTED]

C/N: [REDACTED]

RE: Hagerstown Ford  
1714 Massey Blvd.  
Hagerstown, MD 21740

Dear Mr. [REDACTED]

Enclosed please find a copy of a letter I have received from the above mentioned business concerning your complaint previously submitted to this office. As discussed previously, you would also have the option of arbitrating this matter with the manufacturer. This information should be contained in your manufacturer's manual. However, following is the address for the Ford Dispute Settlement Board: P.O. Box 5120, Southfield, MI 48086-5120.

If you should have any further questions, I will be in the office Monday through Thursday between 8:30 and 4:30 at 301-791-4780.

Sincerely,

Karin Engstrom  
Investigator

KE/mw

Enclosure

J. JOSEPH CURRAN, JR.  
Attorney General



WILLIAM LEIBOVICI  
Chief, Consumer  
Protection Division

DONNA HILL STATON  
Deputy Attorney General

STATE OF MARYLAND  
OFFICE OF THE ATTORNEY GENERAL  
CONSUMER PROTECTION DIVISION

October 22, 2003

[REDACTED]  
Hagerstown, MD [REDACTED]

C/N: [REDACTED]

RE: Hagerstown Ford  
1714 Massey Blvd.  
Hagerstown, MD 21740

Dear Mr. [REDACTED]

This is to confirm our meeting on October 9, 2003, when I test drove your truck. Some vibration and idling was felt. Our office also has contacted the dealer on your behalf to see what assistance they can render at this point.

Sincerely,

A handwritten signature in cursive script that reads "Karin Engstrom".

Karin Engstrom  
Investigator

KE/mkm



Consumer Affairs

PO Box 8248, MC 3NE-8  
Dearborn, MI 48126 USA

November 11, 2003

[REDACTED]  
Hagerstown, MD [REDACTED]

RE: 2003 Ranger  
VIN: 1FTTR10U73 [REDACTED]

Dear Mr. [REDACTED]

This is in response to your correspondence of November 7, 2003 regarding your 2003 Ranger. Thank you for providing us with additional information; your letter has been added to our existing file.

Ford Motor Company considers customer satisfaction of its owners to be one of its most important objectives. We commit substantial resources and effort in a sincere attempt to resolve the concerns of our owners.

Please be advised that our Consumer Affairs Office processes letters, but has no bearing on the outcome of any particular case, therefore, your information has been forwarded to our Regional Office, with a copy to your dealership. If you have any further concerns with your vehicle, please feel free to contact your local Ford Dealership.

Thank you for bringing this matter to our attention.

Sincerely,

Andrea Hollis  
Consumer Intervention

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Consumer Affairs

PO Box 6248, MD 3NE-B  
Dearborn, MI 48128 USA

October 10, 2003

[REDACTED]  
Hagerstown, MD [REDACTED]

Re: 2003 Ranger

VIN: 1FTYR10U73 [REDACTED]

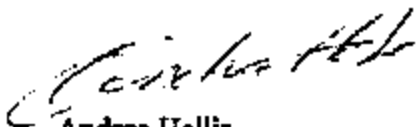
Dear Mr. [REDACTED]

This letter confirms we received your recent correspondence regarding your 2003 Ranger. We regret any inconvenience you may have experienced and are anxious to retain you as a satisfied customer.

Your information has been forwarded to our Regional Office, with a copy to your dealership. You will be contacted shortly by a Ford representative or a Dealership Service Manager in an effort to resolve your concerns. If you have not been contacted within 7 days of this letter, please contact Hagerstown Ford in Hagerstown, MD or any authorized Ford or Lincoln-Mercury Dealership for assistance.

Thank you for bringing this matter to our attention.

Respectfully yours,

  
Andrea Hollis  
Consumer Intervention

Hagerstown  
Ford

RECEIVED  
OFFICE OF  
MAY 8 2007

Karin Engstrom  
Office of the Attorney General  
138 East Antietam St  
Suite 210  
Hagerstown, Md. 21740-5684

C/N H240246

Dear Karin,

Concerning Mr. [REDACTED] questions about his vehicles performance. We scheduled an appointment with our Field Service Engineer (FSE), Ron Bissi (Ford Motor Company). He road tested the vehicle with our shop foreman and came up with the conclusion that it is a normal operating characteristic of the vehicle. There is no indication that the performance would pose any type of safety issue with the truck. Our ultimate goal is to provide the customer with a vehicle that is safe and they are comfortable with. Mr. Bissi reviewed his findings with Mr. [REDACTED] he also stated to Mr. [REDACTED] that Ford have ongoing studies and updates to all of their product lines, and if his vehicle has any updates the dealership would keep him notified.

I personally have been involved in this situation. I feel that the vehicle is safe and will continue to monitor Ford field fixes, if anything should be announced I will inform Mr. [REDACTED]

Sincerely,

Timothy M. Rowe

(301) 788-FORD (3678)  
1714 Massey Boulevard

Hagerstown, MD 21740

November 7, 2003

Ms Andrea Hollis  
Consumer Intervention  
PO Box 6248  
MD 3NE-B  
Dearborn, MI 48126

Re: 2003 Ranger  
VIN: 1FTTR10U73 [REDACTED]

Dear Ms. Hollis:

I went to Hagerstown Ford on October 29, 2003 and met Ron Bissi (FSE) and Mr. Rowe (service and parts director). I was very disappointed with the outcome of the meeting. My problem was not resolved with my 2003 Ranger. They checked engine performance (see copy of paperwork from visit) and have two-? marks behind the idle quality. They say the idle is characteristic of the vehicle.

I feel that I was misled when I purchased this vehicle. I was not told about the engine idle and a general assumption a person has when buying a vehicle is that the idle will be what they consider normal, not what you say is normal for this truck. Normal is not an idle that misses when you slow down and can stop when at a traffic light. Since this problem exists in the Ford Ranger, I feel it should be made known to the potential buyer before they purchase the truck. I was led to believe that I would have a truck with good pick-up and deceleration, not one that had an idle that was 'characteristic of the vehicle' and could miss and die out.

If this problem is not resolved I will be obliged to have the public notified by contacting both local and national TV stations about the 'characteristic idle' of Ford Rangers. I will also notify the Department of Transportation's Safety Division. I am currently working with the Attorney General on this matter.

I would like to have this matter resolved as soon as possible so I have a truck that functions safely at all times and does not miss or have the potential to stall out at intersections.

Thank you for your prompt attention.

Sincerely,

[REDACTED]

Dispute Settlement Board  
P.O. Box 1424  
Waukesha, WI 53187-1424  
(800) 688-2429



Case Number: [REDACTED]  
Subject: 2003 Ford Ranger  
VIN: 1FTYR10U73 [REDACTED]

January 19, 2004

[REDACTED]  
c/o William Leibovici  
[REDACTED]

Hagerstown, MD [REDACTED]

Dear Mr. [REDACTED]

This letter is to acknowledge the receipt of your DSB application and to provide you with your DSB case number: [REDACTED]

Upon initial review of your application we find that the following concern(s) will be presented to the Board.

**CONCERNS:**

Stalls Out

Rough Idle

Concerns in your application that are not listed above may not be within the Board's jurisdiction. Please refer to the Dispute Settlement Board brochure for the rules and guidelines.

We have begun collecting information from your servicing dealership(s) and Ford Motor Company. You will receive a copy of this information prior to the Board meeting, which will occur within approximately 40 days of this letter date.

Please note, you may be contacted by your dealership and/or a Ford Motor Company Representative in an effort to resolve your case before it is heard by the Board.

Questions regarding the status of your case can be directed to Tricia Ortlieb and Angela Owens at (800) 688-2429 between the hours of 8:00 a.m. and 5:00 p.m. Central time, Monday through Friday.

Sincerely,

DSB Administration

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DISPUTE SETTLEMENT BOARD - COMPANY STATEMENT

40 DAY DELAY CODE: -r

CASE NUMBER: [REDACTED]

Owner Name: [REDACTED]

Vehicle Model: Ranger

Year: 2003

VIN: 1FTYR10U73[REDACTED]

WSD: 8/23/2003

Current Mileage: 920

New Vehicle Purchase:

Used Vehicle Purchase:  Mileage at purchase: \_\_\_ Miles

New Leased Vehicle:  Lease Term: \_\_\_ Months / \_\_\_ Miles

ESP:  Type: 6 Years / 36,000 Miles Basicare

Selling Dealership Hagerstown Ford

Servicing Dealership Hagerstown Ford

1. Has a Ford representative contacted the customer about the concern(s)? **YES**

Dispute Resolution Specialist (DRS), La Verne Nelze spoke to Mr. Baker on January 23, 2004 to discuss the details of his concerns.

2. What is the customer's unresolved warranty concern(s)?

According to Mr. Baker, the vehicle continues to exhibit a rough idle concern and feels like it will stall.

Per Service Director (SD), there are no unresolved warranty concerns with this vehicle.

3. Has a Ford representative inspected or test-driven the vehicle? **YES**

Field Service Engineer (FSE), Ron Bliss road tested the vehicle and advised he is aware of the situation and states the concern is a normal characteristic.

4. How many times has the vehicle been in for the same warranty concern(s)?

twice

5. How many days has the vehicle been out of service for warranty concern(s)?

2-3 days, per dealer report. 3-4 days, per customer.

6. What actions have been taken to resolve the concern(s) prior to Board review?

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According to the SD, Timothy Rowe of Hagerstown Ford, the dealership has addressed all concerns as they have been reported. The customer's idling issue, is a known issue. The dealership has enlisted the assistance of the FSE. However, no repairs were completed because the concern is a normal operating characteristic for the engine timing.

Ford Engineering is aware of the concern. The concern is not detrimental to the vehicle operation.

## Warranty History

9-9-03@246miles..engine has a lops or misfire when driving..no problem found.

10-29-03@570miles..idle quality..FSE inspected & road tested, normal.

Signature: La Verne Naize Title: Dispute Resolution Specialist Date: January 23, 2004

VEHICLE DETAIL

VIN: 1FTYR10J73 [REDACTED] Engine: VJLC 3.0L OHV EFI NA V8 G\*12V  
 Make: FORD Transmission: 5 SPD AT EAO A5LDE-NR/5R44/55A  
 Model: RANGER Paint Code/Color: EBCNY SOLID C/C  
 Year: 2003 Calibration: 3R31C30A  
 Pay Load: Max Towing Weight:  
 GVWR: 04700 Axle Ratio:  
 WheelBase: 112 Warranty Start Date: 8/23/2003  
 GCWR: Vehicle Build Date: 8/12/2003  
 PEP Code: 322A

Selling Dealers Name: HAGERSTOWN FORD  
 Selling Dealers P & A Code: 01401 Selling Dealers Sales Code: F27463  
 Selling Dealers Main Phone: 301-733-3673 Selling Dealers Service Phone: 301-733-3673

Vehicle Order Image

1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 20 1 2 3 4 5 6 7 8 9 30 1 2 3 4 5 6 7 8 9 40 1 2 3 4 5 6 7 8 9 50  
 R 1 0 3 T A 4 5 6 2 1 1 1 2 5 4 X 2 1 9 E 5 6 7 0 CE E 3 D 8 7 7 R P  
 1 2 3 4 5 6 7 8 9 60 1 2 3 4 5 6 7 8 9 70 1 2 3 4 5 6 7 8 9 80 1 2 3 4 5 6 7 8 9 90 1 2 3 4 5 6 7 8 9 100  
 2 1 5 2 H B 2 7 D 4 8 3 9 6 2 UA JT G U 1  
 1 2 3 4 5 6 7 8 9 110 1 2 3 4 5 6 7 8 9 120 1 2 3 4 5 6 7 8 9 130 1 2 3 4 5 6 7 8 9 140 1 2 3 4 5 6 7 8 9 150  
 F T Y 7 L 0 3 2 2 A 9 U D M D M  
 1 2 3 4 5 6 7 8 9 160

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Please fax your reports to 262-349-6744 when completed or mail it to the address on the attached letter. Fax is preferred for timing reasons. (If mailed, PLEASE RETAIN A COPY FOR YOUR RECORDS.)



Attn: Service Manager - Immediate Action Required

Case Open Date: 01/19/2004 Owner's Name: [REDACTED]  
Case Number: [REDACTED] Model Year: 2003 Model: Ranger  
Region Number: 27 VIN: 1FTYR10U73 [REDACTED]  
Dealer Name: HAGERSTOWN FORD Current Mileage: [REDACTED]

1. Have you or someone from your department spoken with the customer about the concern(s) listed on customer's application?  Yes  No  
Please explain: ON SEVERAL OCCASSIONS I MET OR SPoke WITH MR BAKER ABOUT HIS VEHICLE

2.) Have you or someone from your department inspected or test driven the vehicle for the concern(s) listed on the application?  Yes  No  
Please explain: YES I ROADTESTED. MR BAKER TOLD ME THAT HE QUESTIONED IDLE QUALITY BUT HIS VEHICLE NEVER STALLED

3.) Does this vehicle show signs of abuse or lack of maintenance?  Yes  No  
If yes, please explain: \_\_\_\_\_

4.) Has a Ford Market Area Team member (CSM, FSE or DOM) been involved?  Yes  No  
If yes, how? FSE, BOB BISSI  
ROADTESTED AND MET WITH OWNER

5.) Was the customer offered a loaner or other courtesy transportation during service?  Yes  No  
LOANER ON EACH OCCURENCE

6.) How many days has the vehicle been out of service for the Ford warranty concern(s) listed on the customer's application? 2 OR 3 VISITS (BUT NEVER OUT OF SERVICE)

7.) Has the Technical Hotline been contacted? YES If so, what is the reference/CQIS #? \_\_\_\_\_

8.) What additional actions, if any, have been taken to assist with the customer's concern(s)?  
NEVER IN CONVERSATION OR ROADTESTING DID MR BAKER SAY HIS VEHICLE STALLS. SAID HE THOUGHT IT MIGHT STALL, BUT NEVER DID

Signature: [REDACTED] Title: PL'S DIRECTOR Date: 1/21/04

Please attach any additional comments on a separate page.

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**Dealership Repair History Summary**

Model: Ranger

Customer: [REDACTED]

VIN: 1FTYR10U73 [REDACTED]

WARRANTY  3/36 Bumper to Bumper  4/50 Bumper to Bumper  5/100 PowerStroke Diesel Engine Warranty (\$100 Deductible)

FORD ESP  PremiumCare  ExtraCare  BaseCare  PowertrainCare  RentalCare  MaintenanceCare

Expiration: Date \_\_\_\_\_ Miles \_\_\_\_\_ PLEASE INDICATE TYPE  Goodwill ESP  Retail ESP

NON-FORD ESP

RO Number	Date In	Date Completed	Total Days	Mileage	Customer's Concern	Action Taken	How Paid? Warranty / AWA / ESP / Retail / Dealer Internal
363740	10/25/03	11/25/03	—	570	IDLE QUALITY	FSE, INSPECTED + ROADTESTED NOTED AS NORMAL OPERATION	WARRANTY NO CHANGE
310629	9/15/03	9/19/03	—	246	LOPE OR MISSING	EGC DIAG - NO CODES	WARRANTY .9 LABOR

Please duplicate, as necessary and attach additional sheets.

Revised: 7/03

JAN 21 2004 5:08PM 301 799 9335

NO. 4378 P. 2/1

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VEHICLE INFORMATION

VEHICLE DESCRIPTION 2003 RANGER	BODY STYLE RANGER PICKUP REG/CAB 4X2	ENGINE 3.0L EFI	ENGINE CALIBRATION 3R31C30A
TRANSMISSION 5 SPD AUTO - 5R44/55E	AXLE CODE 97		

GENERAL WARRANTY INFORMATION

WARRANTY START DATE 08/23/2003	BUILD DATE 08/12/2003	SALE MILEAGE 00010
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WARNING MESSAGES

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

THIS VEHICLE HAD A COOL CONTACT CLOSED WITHIN THE PAST 180 DAYS

FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

0779 - USA 2002 NEW 72/36,000 BASECARE W/ROADSIDE ASSISTANCE  
 STANDARD DEDUCTIBLE: 50 USD  
 OWNER NAME: [REDACTED]  
 OPTIONS:  
 EXPIRATION DATE: 08/23/2006  
 DISTANCE: 36,000  
 RENTAL: 28 UP TO 10 DAYS  
 TOWING: 0 USD  
 CONTRACT SOLD BY: USA 01401  
 ESP CONTRACT START DATE: 08/23/2003

REPAIR HISTORY

NO REPAIR HISTORY ON VEHICLE

SYMPTOM CODE INFORMATION

608000 - DRIVEABILITY RUNS ROUGH

SPECIAL SERVICE MESSAGES

16849 2003 RANGER 3.0L - ROUGH ENGINE IDLE  
 SOME 2003 RANGER EQUIPPED WITH 3.0L ENGINE MAY EXHIBIT A ROUGH ENGINE  
 IDLE. WHEN DIAGNOSING CONCERNS WITH IDLE QUALITY ON A 3.0L, VERIFY THE

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4. PCM IS AT THE LATEST CALIBRATION IF THE VEHICLE WAS BUILT BEFORE 03/01/2003. FOR ALL TRUCKS, MAKE SURE TO PERFORM ALL APPLICABLE TESTS SUCH AS, POWER BALANCE, RELATIVE COMPRESSION AND INJECTOR FLOW TESTS. VERIFY THE INTEGRITY OF THE IGNITION SYSTEM AND FUEL SYSTEM. NEUTRALIZE POWERTRAIN/EXHAUST MOUNTS. MONITOR OASIS FOR TSB'S AND SSM'S. IF NO PROBLEM IS FOUND WITH THE ENGINE OR OTHER COMPONENTS, NO FURTHER SERVICE IS REQUIRED AT THIS TIME.

**16010** 2001-2003 RANGER, EXPLORER SPORT/SPORT TRAC - NO START/BUCK JERK  
SOME 2001-2003 RANGER AND EXPLORER SPORT/SPORT TRAC MAY EXHIBIT A NO START, NO COMMUNICATION WITH PCM USING WDS/NGS OR A MISS/BUCK/JERK WHILE DRIVING. CHECK FOR GROUND G104 INTEGRITY. G104 IS THE PCM AND PCM RELAY GROUND. REMOVE THE G100 ATTACHING NUT FROM THE GROUND STUD IN FRONT OF THE BATTERY AT THE RADIATOR SUPPORT. TORQUE THE G104 STUD TO 10-14 N-M (8-10 LB FT). REINSTALL THE G100 GROUND WIRE AND ATTACHING NUT. TORQUE THE G100 ATTACHING NUT TO 8-10 N-M (7-8 LB FT)

**16180** 2002-2003 RANGER 3.0L - ENGINE QUIT ON DECEL / REPROGRAM PCM WITH WDS B20.10 O LATER  
SOME 2002-2003 RANGER EQUIPPED WITH A 3.0L (FFV AND NON-FFV) ENGINE, MAY EXHIBIT AN ENGINE QUIT CONDITION OR IDLE DIP BELOW 500 RPM AND/OR ROUGH IDLE, DURING NORMAL OPERATING TEMPERATURE, LOW SPEED OPERATION (0-30 MPH), WHEN EVAPORATIVE PURGE COMMAND IS OVER 50%. THIS TYPICALLY OCCURS UPON DECELERATION AND/OR AT A STOP. THE ENGINE WILL IMMEDIATELY RESTART. TO SERVICE, FIRST CHECK FOR DIAGNOSTIC TROUBLE CODES (DTC'S) AND SERVICE AS NECESSARY. IF THE CONDITION IS STILL PRESENT, MAKE SURE YOUR WDS IS UPDATED WITH THE LATEST CALIBRATION FILES, WDS RELEASE B20.10 OR LATER, AND REPROGRAM THE PCM.

**16063** 1994-2003 CARS & TRUCKS, CAMSHAFT POSITION (CMP) SENSOR ALIGNMENT TOOL CHART  
SOME SERVICE MANUALS MAY LIST THE INCORRECT CAMSHAFT POSITION SENSOR (CMP) ALIGNMENT TOOL REFER TO THE FOLLOWING: \*T89P-12200-A (303-358) APPLIES TO: 1995 3.8L WINDSTAR, 1994-1996 3.8L T-BIRD/COUGAR & MUSTANG. \*T83P-12200-A (303-453) APPLIES TO: 1995 3.0L-2V TAURUS/SABLE. \*T95T-12200-A (303-529) APPLIES TO: 1995- 1997 3.0L-2V WINDSTAR, AEROSTAR, RANGER), 1995-1997 3.0L-2V TAURUS, SABLE & 1996 -1998 4.0L AEROSTAR, RANGER, EXPLORER. \*T96T-12200-A (303-562) APPLIES TO: 1998- 1997 3.8L T-BIRD/COUGAR, 1996-1998 3.8L MUSTANG, WINDSTAR, 1997-2003 4.2L ECONOLINE , F-SERIES & 1996-1998 5.0L EXPLORER, MOUNTAINEER. \*303-589 APPLIES TO: 1998- 2003 3.0L-2V TAURUS/SABLE, RANGER & 1998-2000 3.0L-2V WINDSTAR. \*303-630 APPLIES TO: 1999-2003 3.8L WINDSTAR, MUSTANG & 1999-2000 5.0L EXPLORER, MOUNTAINEER. \*303-638 APPLIES TO: 1999-2000 4.0L EXPLORER, RANGER.

#### TECHNICAL SERVICE BULLETINS

**03-03-05** 2000-2003 VARIOUS VEHICLES - DRIVEABILITY - IDLE AIR CONTROL (IAC) VALVE DIAGNOSTIC SERVICE TIPS

**02-22-01** 1994-2003 VARIOUS VEHICLES - DRIVEABILITY - SURGE/ROLLING IDLE - POOR FUEL ECONOMY - DIAGNOSTIC TROUBLE CODES (DTC'S) P1338, P1309, P0340 - MIL

#### 608400 - DRIVEABILITY RUNS ROUGH AT IDLE

<http://www.fordtechservice.dealerconnection.com/vdirs/spubs/newswsis/oareq.asp?vin=IFT...> 9/9/2003

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**SPECIAL SERVICE MESSAGES**

**16849 2003 RANGER 3.0L - ROUGH ENGINE IDLE  
MESSAGE TEXT DISPLAYED UNDER A PRIOR CODE**

---

**16810 2001-2003 RANGER, EXPLORER SPORT/SPORT TRAC - NO START/BUCK JERK  
MESSAGE TEXT DISPLAYED UNDER A PRIOR CODE**

---

**16180 2002-2003 RANGER 3.0L - ENGINE QUIT ON DECEL / REPROGRAM PCM WITH WDS  
B20.10 O LATER  
MESSAGE TEXT DISPLAYED UNDER A PRIOR CODE**

---

**TECHNICAL SERVICE BULLETINS**

**03-03-05 2000-2003 VARIOUS VEHICLES - DRIVEABILITY - IDLE AIR CONTROL (IAC) VALVE  
DIAGNOSTIC SERVICE TIPS**

---

**622000 - DRIVEABILITY POOR FUEL ECONOMY**

**SPECIAL SERVICE MESSAGES**

**16922 1996-2003 VARIOUS VEHICLES - P0420 AND/OR P0430 CATALYST EFFICIENCY DTC'S  
SOME 1996-2003 FORD, LINCOLN AND MERCURY VEHICLES MAY EXHIBIT A P0420  
(CATALYST EFFICIENCY BELOW THRESHOLD BANK 1) AND/OR P0430 (CATALYST  
EFFICIENCY BELOW THRESHOLD BANK 2) DTC. IF DIAGNOSTICS LEAD TO  
CATALYST REPLACEMENT, ONLY REPLACE THE CATALYST THAT IS LOCATED  
BETWEEN THE MONITORED OXYGEN SENSORS FOR THE BANK REFERENCED. DO  
NOT REPLACE ANY UNMONITORED CATALYST UNLESS IT IS SERVICED AS PART OF  
THE SAME ASSEMBLY.**

---

**16083 1994-2003 CARS & TRUCKS, CAMSHAFT POSITION (CMP) SENSOR ALIGNMENT  
TOOL CHART  
MESSAGE TEXT DISPLAYED UNDER A PRIOR CODE**

---

**TECHNICAL SERVICE BULLETINS**

**02-22-01 1994-2003 VARIOUS VEHICLES - DRIVEABILITY - SURGE/ROLLING IDLE - POOR FUEL  
ECONOMY - DIAGNOSTIC TROUBLE CODES (DTC'S) P1338, P1309, P0340 - MIL**

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END OF OASIS REPORT FOR 1FTYR10U73TA45621

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**SPECIAL SERVICE MESSAGES**

- 16849** 2003 RANGER 3.0L - ROUGH ENGINE IDLE  
MESSAGE TEXT DISPLAYED UNDER A PRIOR CODE
- 
- 16810** 2001-2003 RANGER, EXPLORER SPORT/SPORT TRAC - NO START/BUCK JERK  
MESSAGE TEXT DISPLAYED UNDER A PRIOR CODE
- 
- 16180** 2002-2003 RANGER 3.0L - ENGINE QUIT ON DECEL / REPROGRAM PCM WITH WDS  
B20.10 O LATER  
MESSAGE TEXT DISPLAYED UNDER A PRIOR CODE
- 

**TECHNICAL SERVICE BULLETINS**

- 02-03-06** 2000-2003 VARIOUS VEHICLES - DRIVEABILITY - IDLE AIR CONTROL (IAC) VALVE  
DIAGNOSTIC SERVICE TIPS
- 

**622000 - DRIVEABILITY POOR FUEL ECONOMY****SPECIAL SERVICE MESSAGES**

- 18922** 1996-2003 VARIOUS VEHICLES - P0420 AND/OR P0430 CATALYST EFFICIENCY DTC'S  
SOME 1996-2003 FORD, LINCOLN AND MERCURY VEHICLES MAY EXHIBIT A P0420  
(CATALYST EFFICIENCY BELOW THRESHOLD BANK 1) AND/OR P0430 (CATALYST  
EFFICIENCY BELOW THRESHOLD BANK 2) DTC. IF DIAGNOSTICS LEAD TO  
CATALYST REPLACEMENT, ONLY REPLACE THE CATALYST THAT IS LOCATED  
BETWEEN THE MONITORED OXYGEN SENSORS FOR THE BANK REFERENCED. DO  
NOT REPLACE ANY UNMONITORED CATALYST UNLESS IT IS SERVICED AS PART OF  
THE SAME ASSEMBLY.
- 
- 19963** 1994-2003 CARS & TRUCKS, CAMSHAFT POSITION (CMP) SENSOR ALIGNMENT  
TOOL CHART  
MESSAGE TEXT DISPLAYED UNDER A PRIOR CODE
- 

**TECHNICAL SERVICE BULLETINS**

- 02-22-01** 1994-2003 VARIOUS VEHICLES - DRIVEABILITY - SURGE/ROLLING IDLE - POOR FUEL  
ECONOMY - DIAGNOSTIC TROUBLE CODES (DTC) P1336, P1309, P0340 - MIL
- 

END OF OASIS REPORT FOR 1FTYR10U73TA45621

PCM IS AT THE LATEST CALIBRATION IF THE VEHICLE WAS BUILT BEFORE 03/01/2003. FOR ALL TRUCKS, MAKE SURE TO PERFORM ALL APPLICABLE TESTS SUCH AS, POWER BALANCE, RELATIVE COMPRESSION AND INJECTOR FLOW TESTS. VERIFY THE INTEGRITY OF THE IGNITION SYSTEM AND FUEL SYSTEM. NEUTRALIZE POWERTRAIN/EXHAUST MOUNTS. MONITOR OASIS FOR TSB'S AND SSM'S. IF NO PROBLEM IS FOUND WITH THE ENGINE OR OTHER COMPONENTS, NO FURTHER SERVICE IS REQUIRED AT THIS TIME.

**16610** 2001-2003 RANGER, EXPLORER SPORT/SPORT TRAC - NO START/BUCK JERK  
SOME 2001-2003 RANGER AND EXPLORER SPORT/SPORT TRAC MAY EXHIBIT A NO START, NO COMMUNICATION WITH PCM USING WDS/NGS OR A MISS/BUCK/JERK WHILE DRIVING. CHECK FOR GROUND G104 INTEGRITY. G104 IS THE PCM AND PCM RELAY GROUND. REMOVE THE G100 ATTACHING NUT FROM THE GROUND STUD IN FRONT OF THE BATTERY AT THE RADIATOR SUPPORT. TORQUE THE G104 STUD TO 10-14 N-M (8-10 LB FT). REINSTALL THE G100 GROUND WIRE AND ATTACHING NUT. TORQUE THE G100 ATTACHING NUT TO 8-10 N-M (7-8 LB FT)

**16180** 2002-2003 RANGER 3.0L - ENGINE QUIT ON DECEL / REPROGRAM PCM WITH WDS B20.10 O LATER  
SOME 2002-2003 RANGER EQUIPPED WITH A 3.0L (FFV AND NON-FFV) ENGINE, MAY EXHIBIT AN ENGINE QUIT CONDITION OR IDLE DIP BELOW 500 RPM AND/OR ROUGH IDLE, DURING NORMAL OPERATING TEMPERATURE, LOW SPEED OPERATION (0-30 MPH), WHEN EVAPORATIVE PURGE COMMAND IS OVER 50%. THIS TYPICALLY OCCURS UPON DECELERATION AND/OR AT A STOP. THE ENGINE WILL IMMEDIATELY RESTART. TO SERVICE, FIRST CHECK FOR DIAGNOSTIC TROUBLE CODES (DTC'S) AND SERVICE AS NECESSARY. IF THE CONDITION IS STILL PRESENT, MAKE SURE YOUR WDS IS UPDATED WITH THE LATEST CALIBRATION FILES, WDS RELEASE B20.10 OR LATER, AND REPROGRAM THE PCM.

**16063** 1994-2003 CARS & TRUCKS, CAMSHAFT POSITION (CMP) SENSOR ALIGNMENT TOOL CHART  
SOME SERVICE MANUALS MAY LIST THE INCORRECT CAMSHAFT POSITION SENSOR (CMP) ALIGNMENT TOOL. REFER TO THE FOLLOWING: \*T89P-12200-A (303-358) APPLIES TO: 1995 3.8L WINDSTAR, 1994-1995 3.8L T-BIRD/COUGAR & MUSTANG. \*T93P-12200-A (303-453) APPLIES TO: 1995 3.0L-2V TAURUS/SABLE. \*T95T-12200-A (303-629) APPLIES TO: 1995-1997 3.0L-2V WINDSTAR, AEROSTAR, RANGER, 1996-1997 3.0L-2V TAURUS, SABLE & 1996-1998 4.0L AEROSTAR, RANGER, EXPLORER. \*T96T-12200-A (303-582) APPLIES TO: 1996-1997 3.8L T-BIRD/COUGAR, 1996-1998 3.8L MUSTANG, WINDSTAR, 1997-2003 4.2L ECONOLINE, F-SERIES & 1996-1998 5.0L EXPLORER, MOUNTAINEER. \*303-589 APPLIES TO: 1998-2003 3.0L-2V TAURUS/SABLE, RANGER & 1998-2000 3.0L-2V WINDSTAR. \*303-830 APPLIES TO: 1999-2003 3.8L WINDSTAR, MUSTANG & 1999-2000 5.0L EXPLORER, MOUNTAINEER. \*303-838 APPLIES TO: 1999-2000 4.0L EXPLORER, RANGER.

#### TECHNICAL SERVICE BULLETINS

**03-02-05** 2000-2003 VARIOUS VEHICLES - DRIVEABILITY - IDLE AIR CONTROL (IAC) VALVE DIAGNOSTIC SERVICE TIPS

**02-22-01** 1994-2003 VARIOUS VEHICLES - DRIVEABILITY - SURGE/ROLLING IDLE - POOR FUEL ECONOMY - DIAGNOSTIC TROUBLE CODES (DTC'S) P1338, P1309, P0340 - MIL

#### 608400 - DRIVEABILITY RUNS ROUGH AT IDLE

<http://www.fordtechservice.dealerconnection.com/vdiis/spubs/newoasis/oarcq.asp?vin=1FT...> 9/9/2003

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2003 RANGER  
3.0L EFI 3R31G30A 5 SPD AUTO - 5R44/55E AXLE CODE: 37

\*OPEN CAMPAIGNS

NO CAMPAIGN MESSAGE(S) FOUND

\*WARRANTY START DATE 08/23/2003 BUILD DATE 06/12/2003 START ODOM 00010  
LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

\*EXTENDED COVERAGES

0779 USA 2002 NEW 72/36,000 BASECARE W/ROADSIDE ASSISTANCE

STANDARD DEDUCTIBLE: 50 USD

OWNER NAME: GREGORY BAKER

OPTIONS:

EXPIRATION DATE: 08/23/2009 DISTANCE: 36,000

RENTAL: 28 USD UP TO 10 DAYS TOWING: 0 USD

CONTRACT SOLD BY: USA 01401

ESP CONTRACT START DATE: 08/23/2003

\*THIS VEHICLE HAD A CUDL CONTACT CLOSED

\*THIS VEHICLE HAS AN OPEN CUDL INFORMATIONAL CONTACT

FOR MORE INFO <RTN>, M. MENU OR 99. BYE

<110 002 925>

(MR. BAKER)

09/29/2003 09:58:03

\*SPECIAL SERVICE MESSAGE 16180

2002-2003 RANGER 3.0L - ENGINE QUIT ON DECEL / REPROGRAM PCM WITH WDS B20.10 O  
LATER.

SOME 2002-2003 RANGER EQUIPPED WITH A 3.0L (FFV AND NON-FFV) ENGINE, MAY  
EXHIBIT AN ENGINE QUIT CONDITION OR IDLE DIP BELOW 500 RPM AND/OR ROUGH IDLE,  
DURING NORMAL OPERATING TEMPERATURE, LOW SPEED OPERATION (0-30 MPH), WHEN  
EVAPORATIVE PURGE COMMAND IS OVER 50%. THIS TYPICALLY OCCURS UPON  
DECELERATION AND/OR AT A STOP. THE ENGINE WILL IMMEDIATELY RESTART. TO  
SERVICE, FIRST CHECK FOR DIAGNOSTIC TROUBLE CODES (DTC'S) AND SERVICE AS  
NECESSARY. IF THE CONDITION IS STILL PRESENT, MAKE SURE YOUR WDS IS UPDATED  
WITH THE LATEST CALIBRATION FILES, WDS RELEASE B20.10 OR LATER, AND REPROGRAM  
THE PCM.

PRESS <RTN> FOR TSB INFORMATION  
OR M. MENU 99. BYE

09/29/2003 09:58:13

\*SPECIAL SERVICE MESSAGE 16849

**2003 RANGER 3.0L - ROUGH ENGINE IDLE**

SOME 2003 RANGER EQUIPPED WITH 3.0L ENGINE MAY EXHIBIT A ROUGH ENGINE IDLE. WHEN DIAGNOSING CONCERNS WITH IDLE QUALITY ON A 3.0L, VERIFY THE PCM IS AT THE LATEST CALIBRATION IF THE VEHICLE WAS BUILT BEFORE 03/01/2003. FOR ALL TRUCKS, MAKE SURE TO PERFORM ALL APPLICABLE TESTS SUCH AS, POWER BALANCE, RELATIVE COMPRESSION AND INJECTOR FLOW TESTS. VERIFY THE INTEGRITY OF THE IGNITION SYSTEM AND FUEL SYSTEM. NEUTRALIZE POWERTRAIN/EXHAUST MOUNTS. MONITOR OASIS FOR TSB'S AND SSM'S. IF NO PROBLEM IS FOUND WITH THE ENGINE OR OTHER COMPONENTS, NO FURTHER SERVICE IS REQUIRED AT THIS TIME.

PRESS <RTN> FOR MORE SSM INFORMATION  
OR M. MENU 99. BYE

(Please supply all requested information.)

ELIGIBLE

Please print (in black ink) or type.

Owner/Lessee Name  Mr.  Mrs.  Ms. \_\_\_\_\_

Address \_\_\_\_\_

City Hagerstown State MD Zip \_\_\_\_\_ Vehicle I.D. No. 1FTYR10U73

Home Phone \_\_\_\_\_ Business Phone ( ) \_\_\_\_\_ Ext. \_\_\_\_\_

Vehicle Year 2003 Make Ford Model Ranger 4x2 Acquired: New  \*Used  Leased

Vehicle Use:  Personal  Commercial \* Mileage at time of used vehicle purchase 10

Date Purchased/Leased 8/23/03 Current Mileage 920 1-9-04

How did you hear about the Dispute Settlement Board process?  Dealer  Factory Representative

Ford 800 \*  State or Federal agency  Other (specify) \_\_\_\_\_

Selling Dealer Hagerstown Ford City Hagerstown, MD

Servicing Dealer(s) Hagerstown Ford City Hagerstown, MD

1. Briefly describe your unresolved service concern(s) below: (Attach legible copies of applicable repair orders and/or other supporting documents. Keep the originals for your records.)

My truck has a rough idle & stalls out. Although it does restart, I feel it is a safety hazard. I have been told that this idle problem is characteristic of vehicles. I was not told when I purchased this truck that I was buying a truck that has an engine idle problem. See enclose list for number of times it has stalled/and/or stopped.

2. How many times has the vehicle been in for the same warranty repair? \_\_\_\_\_

First repair attempt: Date 9/9/03 Mileage 247

Last repair attempt: Date 10/24/03 Mileage 575

3. How many days has the vehicle been out of service for warranty repairs? 3-4 times

4. Have you recently contacted your dealer about this concern? Yes  No \_\_\_\_\_ Individual's name Charlie Husk

5. Does the stated warranty concern now exist? Yes  No \_\_\_\_\_

6. Would you like to make an oral presentation to the Board? Yes  No \_\_\_\_\_

If yes, would you like to make it in person \_\_\_\_\_ or by teleconference

7. Describe what you want done to resolve your concern:

Problem either fixed or replace or repurchase. I would like a truck that does not have a rough idle or stall out.

DISPUTE SETTLEMENT BOARD - a voluntary, free, independent dispute settlement program

Signature \_\_\_\_\_ Date 12-17-03

Mail this completed form, and any supporting documents, to:

RECEIVED

JAN 19 2004

Dispute Settlement Board  
P.O. Box 5120  
Southfield, MI 48086-5120

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**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).**