



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100184

Date Received
2004 MAR -8 PM 12:34
11-MAR-2004

Repository
Reference No.
10062853

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ABERDEEN State MS Zip Code [REDACTED]

Daytime 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FTYR10U23PA23292
Make FORD Model RANGER Model Year 2003
Date Purchased 2/1/03 Dealer's Name and Telephone Number ABERDEEN FORD 662-369-8646
Engine: No. Cylinders 6 Fuel Type: G
Original Owner Dealer's City ABERDEEN State MS Zip Code 39730

Transmission Type AUTOMATIC
 Antilock Brakes Powertrain
 Cruise Control
Vehicle Component Code
180000 VEHICLE SPEED CONTROL
Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 19-FEB-2003
Failure Mileage 490
Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
 DOT No. (Example: DOTM19ABC038) Original Equipment Prior Repair Failure Location:
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(s), failure(s), crash(es), 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 THE VEHICLE IS SHIFTED INTO REVERSE ENGINE REVS. DEALER EXAMINED THE VEHICLE AND REPROGRAMMED THE COMPUTER OF THE ENGINE. NOT LONG AFTERWARDS THE VEHICLE WAS AT A STOP LIGHT AND SURGED FORWARD, NEARLY CAUSING A COLLISION. *AK

SEE ATTACHED LETTER DATED 1/28/04

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 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.

1-28-2004

NHTSA
U.S. Department of Transportation
Washington, D.C. 20590

COPY

RE: Safety Defects/VIN#1FTYR10U23PA23292

Dear NHTSA:

I have tried to resolve this matter through the dealer in which I purchased the above vehicle several times; each time is only a temporary fix. I do not feel safe driving this vehicle in fear that this defect will reoccur and cause an accident.

I purchased the above vehicle from Aberdeen Ford in Aberdeen, Mississippi on February 3, 2003. On February 12, 2003 was the first time I experienced the defect. When placing the vehicle in reverse, the motor raced with my foot on the brakes. It was determined at Aberdeen Ford that it was a computer problem and the computer was reprogrammed. On February 20, 2003 I reported to Aberdeen Ford again that the vehicle tried to keep going forward with my foot on the brakes. I was told an engineer from Ford had looked at the truck and he could not find anything wrong and I needed to break the truck in. On April 15, 2003 the vehicle again tried to keep going forward even though I had my foot on the brakes, so bad that holes were dug in our driveway. I took the truck to the dealership on April 17, 2003 and told about the experience I had on April 15th. I was told to bring it back the following week. On April 23rd, a new part was put on, and this seemed to fix it. All the above encounters with Aberdeen Ford, there were no paperwork given to me.

On January 10, 2004 the vehicle again raced while backing up, but only briefly. On January 19, 2004 while stopped at a red light, the truck tried to keep going. I immediately put the truck in park and the RPM'S went down. If a vehicle had been in front of me at this red light I would have hit him.

Will the truck need this part every nine months? This seems like a major safety issue to me. I find it hard to believe that there are not more Ford trucks with the same complaint. I have already paid over \$5000 on this truck. If FORD cannot fix my truck and guarantee this will not happen again, I need my money back. Ford needs to take this truck and determine what is causing the problem. This should not keep on happening. My warranty will eventually expire and I may be charged 100's of dollars for repair.

I have not contacted Aberdeen Ford on the last complaint. I believe I have given them every opportunity to resolve this problem. It is very inconvenient to take this vehicle to a dealership over and over. I need a dependable vehicle for transportation to and from work. I trust FORD will respond and resolve this matter.

I am forwarding a copy of this letter to Ford Motor Company at the address below. I eagerly wait for a response.

Sincerely,



Cc: Ford Motor Company
Customer Relationship Center
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121