



Office of Defects Investigation

2004 APR -6 PM 11:20

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 40062157

Your Complaint Information

Consumer Information

Name : [REDACTED]
Org. Name : [REDACTED]
Address : [REDACTED]
City, State, Zip : Corsicana, TX [REDACTED]
USA
Daytime Phone : [REDACTED] Ext :
Evening Phone : [REDACTED] Fax :
Email :

[top](#)

Complaint Information

Description : Windshield wipers operate at their whim and when using turn signal.
Incident Date : 7/11/2003 Fire : No
Num. Fatalities : 0 Crash : No
Num. Failures : 50 Property Damage : No
Num. Injured : 0 Police Report : No
Referral Source : INTERNET

[top](#)

Vehicle Information

VIN : 1FTYR14X9XPAB6321 Purchase Date : 8/13/2003
Year, Make and Model : 1999 FORD RANGER Original Owner : No
of Cylinders : V6 Trans. Type : AUTOMATIC
Engine Size : 4.0 Vehicle Details Usage : LIGHT TRUCK
Cruise Control : Yes Antilock Brakes : Yes
Current Mileage : 85000 Speed : 25
Failure Mileage : 82000 Powertrain : REAR WHEEL DRIVE

Body Style : PICKUP TRUCK

Fuel System : FUEL INJECTION

Fuel Type : GAS

Vehicle Component Information

Component 1: VISIBILITY:WINDSHIELD WIPER/WASHER

OEM: Yes

Vehicle Dealer Information

Dealer : 1

Name :

Dealer Type : SALES DEALER

Address :

Dealer Phone:

Dealer Fax:

Email:

top

A while back I posted a question about the wipers going off at whim on my 1999 Ranger. You all told me that the wiper switch was defective, and thanks to the snails pace of your average city Ford dealer's service department my truck is going in on Monday night to have the replacement switch installed on Tuesday.

The reason for the second posting is if any of you get the same problem with your vehicles, I just recieved a letter from Ford wherein they're informing me of the problem and recalling the truck for replacement of the wiper switch with an new and improved design. In case any of you get this problem its Program Number 00B40 and it alledgedly affects the 1999 and 2000 model year Explorer, Mountaineer, Ranger, Expedition, Navigator, and Villager vehicles.

Some of you mentioned that you had this repair done at the dealer prior to the recall. In my letter it says if youve had this done, you can bring the paid receipt back to your dealer and get your money back for the repair.. Ford also claims that they're willing to gie out a loaner car for one day while the repair is done... perhaps you can also get a refund if you push the issue if you neede to pay for a loaner while your truck was being serviced. Ford gives the phone number (800) 392-3673 for customer service or (800) 232-5952 as a TTD line if theres questions or concern regarding this matter Hope this info is useful to some of you grys out there!



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

Region VI
Arkansas, Louisiana,
New Mexico, Oklahoma,
Texas, Indian Nations

810 Taylor Street
Room 8A38
Fort Worth, Texas 76102-6177

March 23, 2004

[REDACTED]
Corsicana, TX [REDACTED]

Dear [REDACTED]:

We received your letter regarding your 1999 Ford Ranger's windshield wipers. It has been forwarded to our Washington Office of Defects Investigations. They will respond directly to you. Should you desire to contact them, do so at:

Office of Defects Investigations
National Highway Traffic Safety Administration
400 7th Street, SW
Washington, DC 20590
toll free - 1-888-327-4236
www.nhtsa.dot.gov/hotline

Feel free to contact us if you have additional questions or concerns.

Sincerely,

Elaine Scott
Regional Program Assistant

cc: o/c of Defects

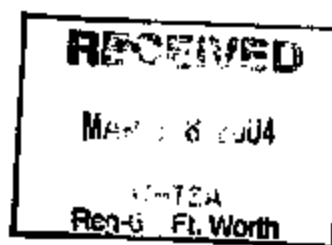


DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

[REDACTED]
Corsicana, TX [REDACTED]

March 14, 2004

Regional Director, NHTSA
819 Taylor St. Room 8A38
Fort Worth, TX 76102



SUBJECT: Failure of Ford Motor Company to include my Ranger in recall

Dear Director:

My 1999 Ford Ranger's windshield wipers sometime operate at their own whim as I drive or when I use the turn signal, causing a distraction.

Many were recalled for replacement of the multifunction switch by Ford in 00B40, but Neetu, Ford's Indian rep in Canada said my vehicle doesn't qualify because of the Vin # 1FTYR14X9XPA86321. Kate (Consumers ask Ford. com) says, "Recalls are determined by component, build date, and/or assembly plant. A vehicle is not involved if it does not meet the criteria." They are stonewalling.

Please do an investigation into this perpetual problem with Ford vehicles and enforce your findings. They should not be allowed to make their own loopholes in order to escape responsibility for an obviously defective component.

Thank you.

Sincerely,

[REDACTED]

Encl: Alldata Safety Recall Report
Posts from Internet
NHTSA Consumer Complaint
C: Senators Hutchison and Cornyn
Representative Joe Barton
Board Chairman, Ford Motor Company

Automotive Recalls and Technical Service Bulletins for 1999 Ford Truck Ranger 2WD V6-245 4.0L VIN X SFI.

Provided by ALLDATA

ALLDATA

[Click Here For Full Technical Service Bulletins, Recall Information & More](#)

Bulletins for 1999 Ford Truck Ranger 2WD V6-245 4.0L VIN X SFI

Safety Recalls

TSB Number	Issue Date	TSB Title
1. 01B77	OCT 01	Recall - Firestone Tire Recall Supplement
2. FIRESTONE	SEP 00	Recall - Firestone Tire Recall
3. 00B40	APR 00	Recall - Multifunction Switch Replacement
4. 99S09	MAR 99	Recall - Speed Control Cable Replacement

General Recalls

TSB Number	Issue Date	TSB Title
1. 98B34	FEB 99	Campaign - Windshields Not Marked With AS1 Standa

Service Bulletins

TSB Number	Issue Date	TSB Title
1. 03-14-8	JUL 03	A/T - Cooler Flushing Service Tips
2. 03-11-6	JUN 03	Electrical - Wiring Soldering/Crimping Tips
3. 03-9-8	MAY 03	Emissions - MIL ON/EVAP System DTC's Set
4. 02-25-5	DEC 02	Interior - Front Seat Tracks Rattle
5. 02-22-1	NOV 02	Engine Controls - Engine Surge/Rolling Idle/DTC's
6. 02-17-6	SEP 02	A/T - Inadvertent Shift Interlock Disabling
7. 02-16-4	AUG 02	Audio System - Whining/Buzzing Noise From Speaker
8. 02-3-5	FEB 02	Tailgate - Squeaking/Binding Condition
9. 02-4-5	FEB 02	Battery - Charging Tips and Guidelines
10. 02-1-9	JAN 02	Engine Oil - Oil Recommendations/Applications
11. 01-24-6	DEC 01	Engine - Oil System Priming Procedures
12. 01-23-6	NOV 01	Engine Coolant - Propylene Glycol Recommendations
13. 01-21-2	OCT 01	A/C Clutch - Loud Engagement Noise
14. 01-20-5	OCT 01	Driveability - Vacuum Leak Detection
15. 01-19-7	OCT 01	Engine - Carbon Knock On Acceleration
16. 01-15-7	AUG 01	A/T - Fluid Application Charts
17. 01-15-6	AUG 01	Heater Core - Repeated Failure
18. 01-11-3	JUN 01	Quarter Trim Panel - Poor Fit/No Mounting Holes
19. 01-10-12	MAY 01	Wire Harness - Terminal Repair Kit
20. 01-9-7	MAY 01	Emissions/Engine Controls - Driveability Diagnosis
21. 01-7-3	APR 01	Fuel Pump - Whine Heard Through Radio Speakers
22. 01-6-2	APR 01	ERTS System - Diagnostic Service Tips
23. 01-4-6	MAR 01	Power Windows - Chatter/Binding When Operating
24. 00-23-10	NOV 00	A/T - In Line Fluid Filter Kit
25. 00-10-6	MAY 00	Leaf Springs - Vehicle Sits Low In Rear
26. 00-9-1	MAY 00	A/T Cooler - Fluid Leaks at Radiator

27.	00-9-6	MAY 00	Windshield Wipers - Operate While Switch Is OFF
28.	00-5-4	MAR 00	Body Wire Harness - Chafing/Driveability Concerns
29.	00-5-7	MAR 00	Clutch - Squawking/cking Noise
30.	00-5-5	MAR 00	Doors - Rear Door/Squeaking/Creaking Noise
31.	00-3-6	FEB 00	M/T - M50D Buzzing/Grinding Noise
32.	99-26-9	DEC 99	Fuel Economy - Customer Expectation vs. Vehicle U
33.	99-26-4	DEC 99	Speedometer/Odometer - Inaccurate/Inoperative
34.	99-24-2	NOV 99	Locks - Lock Service Packages Available
35.	99-23-8	NOV 99	Cooling System - Erratic Temperature Gauge/Noise
36.	99-23-4	NOV 99	EVAP - DTC's P0442/P0455/MIL ON/No Driveability C
37.	99-22-2	NOV 99	Wire Harness - Terminal Repair Kit/Wire Splice Pr
38.	99-19-6	SEP 99	A/C - Identification of Non Approved Refrigerants
39.	99-19-4	SEP 99	Brakes - Vibration/Inspection Service Tips
40.	99-16-10	AUG 99	A/T - 4R44E/5R55E Slipping/Delayed Shift/No Engag
41.	99-13-2	JUL 99	A/T - Transmission Flush and Fill Tool Available
42.	99-14-7	JUL 99	PCM - Calibration Information
43.	99-11-1	JUN 99	Comprehensive Noise/Vibration/Harshness Procedure
44.	99-12-10	JUN 99	Paint - Rough Texture
45.	99-9-3	MAY 99	Doors - Water leaks At The Top
46.	99-8-14	MAY 99	A/T - 4R44E/5R55E Orange Service Tag
47.	99-8-15	MAY 99	Interior Door Trim Panel - Replacement Tip
48.	99-8-16	MAY 99	Motor Oil - Viscosity Grade Recommendation
49.	99-7-8	APR 99	Transmission Crossmember - New Service Kit
50.	99-6-5	APR 99	Side Doors - Wind Noises
51.	99-5-3	MAR 99	A/T - Cold Fluid Level Checking
52.	99-4-3	MAR 99	PCM - Reprogramming Out of Vehicle
53.	99-3-7	FEB 99	Suspension - Left Rear Side Of Vehicle Seems Low
54.	99-2-3	FEB 99	Windshield - Water Leaks
55.	98-26-8	JAN 99	Engine - High Idle/MIL ON/DTC P0320 Set
56.	98-26-2	JAN 99	Fuel - Volatility Related Driveability Concerns
57.	98-25-9	DEC 98	Interior Trim - Vinyl Surface Repair Tips
58.	98-25-16	DEC 98	Outside Door Handle - Excessive Lifting Effort
59.	98-24-6	DEC 98	Electrical - New Terminal Grease Released For Ser
60.	98-23-10	NOV 98	Engine - Lean Driveability Symptoms

[[Select a different engine](#) | [Select a different model](#) | [Select a different make](#) | [Select a different year](#)]

ALLDATA has obtained this information from the original equipment manufacturers and others and ALLDATA believes it to be reliable. However, ALLDATA makes no warranty regarding the information, express or implied, and accepts no responsibility for the accuracy or completeness of the information provided.

In no event shall ALLDATA be liable for any damages arising from the use or misuse of this information, including, but not limited to, any direct, indirect, incidental, special or consequential damages arising out of the use or inability to use this information.

Viton® is a registered trademark of DuPont Dow Elastomers
 Loctite® is a registered trademark of Loctite Corp.
 Teflon® is a registered trademark of E.I. DuPont de Nemours & Co., Inc.
 Dexron® is a registered trademark of General Motors Corporation.
 Bendix® is a registered trademark of Allied Signal, Inc.
 Goodwrench® is a registered trademark of General Motors Corporation.
 Helicoil® is a registered trademark of Eshart Industries Inc.
 Plastigage® is a registered trademark of AE Clevite, Inc.
 Torco® is a registered trademark of Camcar Div. of Textron, Inc.
 Motorcraft® is a registered trademark of Ford Motor Company.
 Havoline® is a registered trademark of Tesaco Lubricants Co.
 DEX-COOL® is a registered trademark of ACDelco, Inc.
 Opticool® is a registered trademark of General Motors Corporation.
 Lubriplate® is a registered trademark of Fiske Brothers Refining Co.