



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 100216

Date Received

19-JUL-2004

Repository ☐

2004 AUG 20 PM 3:47
Reference No.
10083257

OWNER INFORMATION (Type or Print)

Name

Address

City ASHLAND

State OR

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO

In the absence of a signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 7/20/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FTYR14V5X

Make
FORD

Model
RANGER

Model Year
1998

Date Purchased

1999

Dealer's Name and Telephone Number

Butler Ford 541 482 2521

Engine:

No. Cylinders

6

Fuel Type:

gas

Original Owner

☒

Dealer's City

Ashland

State

OR

Zip Code

97520

Transmission Type

AUTOMATIC

☒ Anti-lock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

136200 VISIBILITY: WINDSHIELD WIPER/WASHER: MOTOR

Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

20-APR-2004

Failure Mileage

50,000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM15ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

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(es).

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).

INTERMITTENTLY WINDSHIELD WIPERS OPERATED ON THEIR OWN. WHILE DRIVING WINDSHIELD WIPERS MALFUNCTIONED. VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION, AND MECHANIC DETERMINED THAT THE WINDSHIELD WIPER MOTOR NEEDED TO BE REPLACED. *AK

electrical relay switch

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The problem is fairly recent and although at this time has caused no accident, it easily could. When they suddenly come on unexpectedly it is startling and distracting especially to a driver not expecting it to happen. This could cause a driver to be distracted enough to swerve or lose control while trying to turn them off - which can't be done.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



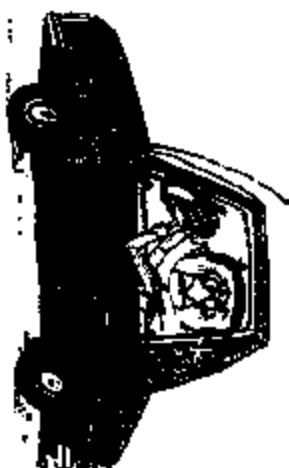
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NECESSARY
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UNITED STATES

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POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/odiv>

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(DASH) 2 DOT

1-888-DASH-2-DOT
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DASH2DOT
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
OWNER'S**

July 26, 2004

Ford Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

Dear Sirs:

I purchased a 1999 Ford Ranger from Butler Ford in Ashland, Oregon, as a new dealer rental. I traded in my Toyota pickup for it. I have been very satisfied with the Ranger in every way.

However, just recently the windshield wipers have been turning on at various times while I or my wife is driving the pickup. This is happening about 3-4 times a week and is very distracting, to say the least.

I took the pickup to Butler Ford to see what could be done about the problem. They informed me that it would cost about \$200-300 to fix the problem. Since this is not a problem due to wear, but apparently due to faulty manufacture, I do not feel that I should have to pay to have this fixed. They did tell me that they would fix the problem if I brought the pickup in to them for the 60,000 mile service - at a cost of around \$500.00. That seems just a little bit like coercion or blackmail to me.

Upon further research I found that this is not an uncommon problem with the Ranger and the Explorer. In fact there was a safety recall dated April 2000, TSB 00B40 for this problem. I was never notified. There was also a TSB 00-9-6 dated May 2000 for the problem.

I called the Customer Assistance Center about the problem. They informed me that since my particular pickup had not been reported that there was nothing that could be done about it. It hadn't been reported because I hadn't had the problem before!

Since the problem is not due to normal wear or to misuse, I believe that Ford should pay to have the problem fixed. Besides being very annoying, the problem is a safety factor. When the wipers all of a sudden start going it is very startling and distracting and could easily cause someone to be distracted enough to have a wreck.

I thank you in advance for your quick response and solution of this problem.

Sincerely,

Ashland, OR

copy to:

Customer Assistance Center
Butler Ford in Ashland
National Traffic Highway Safety Administration