



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 100248

Date Received

21-JAN-2005

Repository

Reference No: 30
10108570

OWNER INFORMATION (Type or Print)

Name: [REDACTED] Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Address: [REDACTED]
City: GUNNISON State: CO Zip Code: [REDACTED] Evening Telephone Number: [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: [REDACTED] Date: 2/7/05

VEHICLE INFORMATION

VIN: 1FTZR45E82P [REDACTED] Make: FORD Model: RANGER Model Year: 2002
Date Purchased: 7/20/02 Dealer's Name and Telephone Number: Atchley Ford
Original Owner: Dealer's City: Omaha State: NE Zip Code: [REDACTED]
Transmission Type: 5spd Manual Antilock Brakes Powertrain: 4 WHEEL DRIVE Vehicle Component Code: 105500 POWER TRAIN:DRIVELINE:DIFFERENTIAL UNIT
 Cruise Control Multiple Failure: 1 Several

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 15-NOV-2004 Failure Mileage: 46,000 Failure Speed: 0-10mph
Description: Spyder gear, warped axle cover plate
Bent both axles

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair 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(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).

NHTSA CAMPAIGN 02V035000; FORD ISSUED AN REAR AXLE DIFFERENTIAL CASE RECALL. THIS VEHICLE IS NOT INCLUDED IN THE RECALL, BUT HAS A BENT AXLE IN WHICH IT COULD BREAK. THE VIN IS OUTSIDE THE REMEDY SCOPE. *NM

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 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)

I Noticed a "clunk" coming from the rear axle, especially around turns, so I took my Ranger into the local Ford dealer (Town & Country Motorplex, Gunnison, CO). Here, I described the clunk and a metallic whirring I had also noticed. They called me back with good news - the spider gear had broken and it was warranted under my extended warranty. However they could not locate the metallic "whirring" noise until the second visit, where they discovered that warped backing plates and axles. The drum brake was now rubbing - producing the whirring noise. Now this dealer did everything in their power NOT to fix this, even though it was all tied into the spider gear, and a recall on this was not realized by me until I checked All-Data.

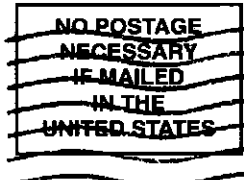
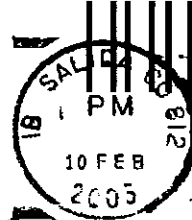
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U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM

OR

DASH2DOT

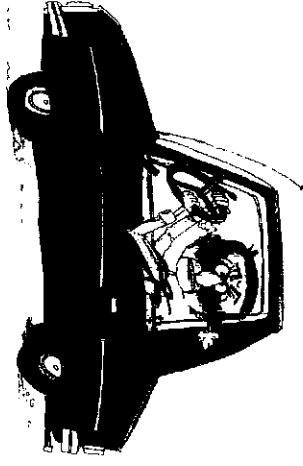
and dial toll free at

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CRESTED BUTTE, CO

What I believe happened was. That the Ford dealer completely blew it. They had fixed part of the problem under my extended warranty - no questions, no problems. But when they discovered the extent of the original damage, they told me it was a "Can of Worms", and my warranty would not cover this "Seperate" issue. Their original ~~incom~~ incompetence is what in the end prevented them from fixing the whole problem, as one issue.

From what I can tell, the Spyder gear must have broken - how I am not sure. I did get stuck, but I live in Gunnison Co, where it does snow. I've been stuck before in other cars/trucks and this never happened. When the gear tooth broke, it must have put a force into the axles, which bent - as well as the backing plates becoming warped.