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ZDS JAN 12 PM 11:45

12-27-04

Roswell, Ga.

National Highway Traffic Safety Administration
400 Seventh St. S. W.
Washington, D. C. 20590

Dear NHTSA,

I am enclosing some self explanatory copies of letters I have sent to Ford Motor Company about the configuration of the front seat in a 2004 Ranger I purchased in February of 2004. Ford has not responded to these letters.

It seems to me that Ford should fix this problem since this seat design definitely decreases the driver's peripheral vision and increases the chances of an accident.

Why would anyone put this kind of a seat in a vehicle?

Thank you.

Enclosures: cc to Lyons dated 3-22-04
 to Lyons dated 6-6-04
 to Ford Motor Company dated 7-21-04
 to Padilla dated 12-27-04

Jessica
1/18/05

12-27-04

Roswell, Ga.

Mr. James J. Padilla, President
Ford Motor Company
1 American Road
Dearborn, Michigan 48126-2798

Dear Mr. Padilla,

On July 21, 2004, I sent my third letter to Ford in regards to what I think is a serious design flaw in the front seats in my 2004 Ranger. I copied you on the letter. Attached is a copy of each of the three letters. Two of these are to Mr. Lyons and the third to Ford's Consumer Relationship Center (copy to you).

I have continued to drive the Ranger, although I feel that I am at risk because the bad seat design results in a significant decrease in peripheral vision. This means that traffic coming up on my right is harder to see. It is a dangerous situation !

I have been prone to notice other vehicles, specially pickup trucks, to see if any of them have a similar seat configuration, as regards to presenting a solid back reaching almost to the ceiling of the cab. The only ones I have noted have been Rangers.

I hope you will give me the courtesy of a reply. I really don't know what to do next. I am copying the National Highway Traffic Safety Administration so they will know about this matter.

Why doesn't Ford do the right thing and fix this problem?

Sincerely,

inclosures:

1 to Stephen Lyons dated 3-22-04,
to Stephens Lyons dated 6-6-04,
to Ford Motor Company dated 7-21-04

cc: National Highway Traffic Safety Administration ✓

July 21, 2004

Roswell, Ga.

Ford Motor Company
Customer Relationship Center
P. O. Box 6248
Dearborn, Michigan 48126

Dear Representative,

I think that there is a dangerous design flaw in my 2004 Ranger. I have written to Mr Stephen Lyons of Ford Consumer Viewpoint twice about the problem, but I have received no response. I am enclosing a copy of each of the letters I sent Mr. Lyons.

The problem is that the back of the seats extends almost to the ceiling of the cab dangerously blocking the driver's view, specially of traffic to the right side of the vehicle. The seatback is solid, incorporating a nonadjustable headrest which is what is doing the blocking of vision.

Since I bought the Ranger and became aware of the seat design, I have looked around to see if other trucks have similar designs and have found none. The others are made in such a way that there is sufficient space above the top of the seats to allow good vision all the way around.

I feel very uncomfortable driving this Ranger and I want to somehow solve the problem-before I have an accident. Please help me. I don't mind paying a reasonable price to get it fixed.

Since I have received no response to my previous letters, I am copying Mr. Padilla whom I know has a quality control background. I hope he will encourage you to help me with this matter.

Yours sincerely,

Cc: Mr. James J. Padilla, Dearborn, Mi.
Lilliston Ford, Darien, Ga.

cc NHTSA 12-24-04

June 6,2004

Roswell, Ga.

**Mr. Stephen G. Lyons
Ford Customer Viewpoint
P. O. Box 930
Ann Arbor, Mi. 48106-9775**

Dear Mr. Lyons

On 3-22-04, I mailed you a letter regarding what I view as a serious and dangerous design flaw in my Ford Ranger. A copy of the letter is enclosed.

Since I have not heard from you, I think possibly you did not receive the letter. So here it is.

I really would like to correct the problem so that I might have a more unobstructed view when I am driving the vehicle. I think that I am incurring some degree of risk driving it the way it is.

Please let me know if you see a solution to this situation.

Thanks much.

Sincerely,

cc NHTSA 12-24-04

3-22-04

Roswell, Ga.

Mr. Stephen G. Lyons
Ford Customer Viewpoint
P. O. Box 930
Ann Arbor, MI 48106-9775

Dear Mr. Lyons,

I am writing you about what I feel is a serious design flaw in the seats of the 2004 XLT Ranger I purchased on February 12th at Lilliston Ford in Darien, Ga. The VIN is 1FTYR44U54P

The problem is that the back of each seat is one solid piece incorporating the head rest and it extends to about 3.5 to 4 inches from the ceiling of the cab. This is so high that there is no visibility between the top of the seats and the ceiling of the cab. In addition, the top of the seat back blocks my vision when I glance to the right to see if it is safe to move over. In addition to using the side mirrors, I like to look with my eyes to be sure nothing is coming up on the right. Sometime you can get fooled by a blind spot when you wholly depend on the side mirror.

At any rate, I feel very unsafe driving with this condition, and I want to somehow correct it. But I don't know how. Does Ford offer an alternative seat? Do you think the seat could be modified by an upholstery shop? Could Ford modify it?

Please give me your suggestions.

Sincerely,

cc: Lilliston Ford
Darien, Ga.

cc NHTSA 12-24-04