



**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

Date Received: **10124719**
 Od_pr _____
 rd_dt _____
 od_rt _____
 up_lr _____

Reference No. _____
 Daytime Telephone Number _____

OWNER INFORMATION (Type or Print)

Name: _____
 Street: _____ Apt. No.: _____
 City: **St. Louis Park** State: **MN** Zip Code: _____

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: **5/23/05**

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (Located at bottom of windshield on driver's side): **1FTZR45EX2P** Make: **FORD** Model: **Truck Ranger 2/door 4 wheel** Year: **2002**

Purchased Date: **4-11-02** Dealer's Name: **Moe's MINNETONKA FORD** Engine Size (CID/VOL): **4.6** Turbo Diesel Gas Fuel Injection
 New Used Dealer's City: **3400 WAZZATA BLVD MINNETONKA** State: **MN** Zip Code: **55305** No. Cylinders: **6**

Manufacture Date (on driver's door or pillar): **02/02** Transmission Type: Manual Automatic Restraint System: Driver's Air Bag Motorbelt Passenger's Air Bag 2-Point Belt 3-Point Belt Cruise Control: Yes No Drivetrain: Front Rear 4-Wheel Vehicle Type: Car Sport Utility Van Truck Minivan Motorcycle Other Body Style: 2-Door 4-Door Stationwagon Pick Up Truck Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s): _____ Location: Left Right Front Rear Failed Part(s): Original Replacement Handicap Adaptive Equip: Yes No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand: **Goodyear** Tire Name: **WRANGLER RT/S**
 Complete Tire Size: **P245/75R16** DOT No.: **MK20-D5DR-0502**

No. of Failures: _____ Date(s) of Failure(s): _____ Mileage at Failure(s): _____ Vehicle Speed at Failure(s): _____
 Failed Part(s) Available? Yes No NHTSA Previously Contacted? Yes No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash: Yes No Fire: Yes No Number of Persons Injured: _____ Number of Fatalities: _____ Reported to Manufacturer: Yes No

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

Continue on back

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

May 23, 2005

To National Highway Traffic Safety Administration,

I first noticed that my tires (Good Year Wrangler RT/S P245/75R16 DOT MK70-D5DR-0502) were cupping on both edges of my truck at 3,486 miles. I took it into Morris where I bought the vehicle. They gave me an alignment and said the toe:D in was too strong. I took my truck over to Tires Plus, 12700 Wayzata Blvd., Minnetonka, MN. 952-545-0780. I purchased a lifetime balance and rotation on the tires and a lifetime alignment for the truck. Every 3,000 miles I would change oil on my vehicle and take the truck back to Tires Plus to have the tires rotated and balanced and the alignment checked and adjusted if needed. My records are enclosed, also with some of Tires Plus records however they couldn't find all of them on the computer. I have maintained this practice with my vehicle but all tires continue to cup on both edges. I have brought it to the attention of Good Year in Michigan and they said they had some problems with the Ranger with this particular tire. After talking to Good Year dealers in Minnesota I finally contacted Good Year customer service in Ohio - 1-800-321-2136. I asked for a copy of my file with Good Year - they said they could not give me one however the reference # is 751534 which you can refer to if you contact them. They informed me that there was a broadcast message #0820 which was sent to all dealers in reference to a problem with the RST P245 75R16 tires on 2001-2004 Rangers and should be replaced with P255 70R16. Enclosed is a copy of this report. Good Year informed me to go back to the dealer to resolve this, that this was not a warranty issue but wrong size tires for the vehicle. I did and they informed me that there was nothing they could do. I called Ohio again, customer service in Ohio and Morris on the line and me and they told Good Year that they would not do anything. That is why I am asking for your help. Attached is the letter from Morris refusing my request.

I am sending a copy of my personal records of oil change, rotation and balance. Every time the tires were rotated and balanced the alignment was checked and adjusted if needed. Also am filing with Mike Hatch at Minnesota Attorney General's Office.

[REDACTED]
St Louis Park, MN [REDACTED]
[REDACTED]

BROADCAST MESSAGES

W16000
2-10-04

▶ BROADCAST MESSAGE

8001 - COPYRIGHT 2004 FORD MOTOR COMPANY. ALL RIGHTS RESERVED.

0020 - 2001-2004 RANGER 4X4 EQUIPPED WITH GOODYEAR P245/75R16 TIRES - UNEVEN TIRE WEAR

SOME 2001-2004 RANGER 4X4'S BUILT AFTER 7/16/2001 WITH GOODYEAR P245/75R16 TIRES MAY EXHIBIT EXCESSIVE FRONT TIRE WEAR AND TOE WEAR AT LOW MILEAGE. TO SERVICE, REFER TO THE SYMPTOM CHART IN THE WORKSHOP MANUAL SECTION 204-04 AND CORRECT ANY ISSUES IDENTIFIED. IF NO PROBLEM IS FOUND AND THE TIRES HAVE BEEN ROTATED ACCORDING TO THE MAINTENANCE SCHEDULE, REPLACE ALL 4 TIRES (DO NOT REPLACE THE SPARE) AS FOLLOWS: 4X4 SUPER CAB - REPLACE WITH GOODYEAR P251/70R16 WRANGLER RT/S (PART NO: 9001 137840030), TIRE PRESSURE AT 30 PSI FRONT AND REAR, SET TIRE SIZE IN VED BLOCK TO 800 REV/MI, 4X4 REGULAR CAB - REPLACE WITH BF GOODRICH P235/70R16 SERIAL LONG TRAIL (PART NO: 9004 90373), TIRE PRESSURE AT 30 PSI FRONT AND 33 PSI REAR, SET TIRE SIZE IN VED BLOCK TO 718 REV/MI.

0018 - 2004 F-450/F-750 - AIR BRAKE DIAGNOSTICS - WORKSHOP MANUAL CORRECTION

THE 2004 F550/750 WORKSHOP MANUAL, SECTION 206-098, CONTAINS OPTIONAL BLINK CODE DIAGNOSTIC PROCEDURES FOR THE AIR BRAKE SYSTEM WHICH ARE NOT ACTUALLY AVAILABLE. THE AIR BRAKE MODULE DOES NOT SUPPORT BLINK CODE DIAGNOSTICS. IF THERE IS AN AIR BRAKE SYSTEM FAULT, USE THE LED DIAGNOSTIC INFORMATION IN WORKSHOP MANUAL SECTION 206-098 TO DIAGNOSE. THE WORKSHOP MANUAL IS BEING UPDATED TO REMOVE THE INFORMATION ABOUT BLINK CODE DIAGNOSTICS.

0016 - 2002-2004 EXPEDITION 4X2 - REAR AXLE WHINE

SOME 2002-2004 EXPEDITION 4X2 VEHICLES BUILT BEFORE 11/17/2003 MAY EXHIBIT AN AXLE WHINE BETWEEN 50-62 MPH. THIS MAY BE DUE TO A DRIVELINE SYSTEM INTERACTION. TO SERVICE, REPLACE THE REAR DRIVESHAFT WITH A REVISED SERVICE DRIVESHAFT THAT INCORPORATES A DAMPER (3L1Z-4602-AA FOR 9.6 INCH AXLES; 3L1Z-4602-BA FOR 9.75 INCH AXLES). VEHICLES BUILT ON/AFTER 11/17/2003 WERE BUILT WITH THE REVISED DRIVESHAFT. DO NOT INSTALL THESE DRIVESHAFTS FOR AXLE WHINE THAT OCCURS OUTSIDE 50-62 MPH, AS IT WILL BE INEFFECTIVE. AXLE WHINE NOT COVERED BY THIS MESSAGE IS CURRENTLY BEING INVESTIGATED AND A SERVICE PROCEDURE WILL BE PUBLISHED WHEN AVAILABLE. IF YOU ENCOUNTER 4X2 EXPEDITION BUILT AFTER 11/17/2003 WITH WHINE ABOVE 60 MPH, PLEASE SUBMIT A CONCERN REPORT (8000).

0017 - 2004 FREESTAR/MONTEREY - COMPASS CALIBRATION PROCEDURE - WORKSHOP MANUAL CORRECTION

THE COMPASS CALIBRATION PROCEDURE IN SECTION 413-00 OF THE 2004 FREESTAR/MONTEREY WORKSHOP MANUAL IS CURRENTLY INCORRECT. THE CORRECT PROCEDURE IS TO PRESS AND HOLD THE MOMENTARY PUSH BUTTON IN THE OVERHEAD CONSOLE FOR MORE THAN 8 SECONDS, OR UNTIL 'CAL' IS DISPLAYED. THE CORRECT PROCEDURE IS OUTLINED IN THE OWNER GUIDE AND WILL BE UPDATED IN THE ELECTRONIC VERSION OF THE WORKSHOP MANUAL, BY MARCH, 2004.

0015 - 2003 SUPER DUTY F-SERIES/EXCURSION - PINION SEAL LEAK

SOME 2003 SUPER DUTY F-SERIES AND EXCURSION VEHICLES BUILT BETWEEN 1/1/2003 AND 6/30/2003 EQUIPPED WITH A SINGLE REAR WHEEL AXLE MAY EXHIBIT A REAR AXLE PINION SEAL LEAK. THIS MAY BE CAUSED BY SURFACE IRREGULARITIES ON THE FLANGE. WHEN SERVICING THESE LEAKS, A NEW COMPANION FLANGE (2C3Z-4851-AA) SHOULD BE

<http://www.fordtechservice.dealerconnection.com/vdlrs/Spubs/newbasis/oaareq.asp?broadcast#> 1/16/04

April 25, 2005

[REDACTED]
St. Louis Park, MN [REDACTED]

Dear [REDACTED]

This letter is in response to your request for any written information that I received from our Ford Representative declining tire replacement on your 2002 Ford Ranger. The replacement request was verbally declined by the Ford Representative based on the following: Ford warranties tires for uneven/rapid tire wear for 12 months/12,000 miles, customer is outside of 12 month/12,000 mile warranty period and out of the bumper to bumper period by mileage, based on vehicle mileage (as you had stated approx. 41,000 miles) tire replacement denied.

Thank-you,

Mandy Hillman

Mandy Hillman
Merries Minnetonka Ford Service Department

2002 FORD
RANGER
V6 4.0L
FILTER 21372
1/2 ON OIL PLUG
OIL CHANGE 5975
5W30
6-27-02 2,919
ROTATION BAL 3626
OIL CHANGE 5966
ROTATION & BAL 6245

OIL CHANGE 26146
ROTATION BAL 26150
ROTATE BAL 29244
OIL CHANGE ~~39858~~
AIR FILTER 29850
OIL CHANGE
& FILTERS 32963
ROTATE & BAL 32970
ROTATE & BAL 35017
OIL CHANGE 36861
OIL CHANGE 40073

OIL CHANGE 9882
ROTATION
& BAL 10,389
FILTER & OIL 12950
ROTATION BAL 12965
ROTATE & BAL -16079
AND OIL CHANGE
OIL & FILTER -19,325
ROTATE & BAL 19,793
ROTATE & BAL 22,820
OIL & FILTER 5

ROTATE & BAL 40103
& ALIGNMENT
OIL & FILTER CHANGE 43218
ROTATE BAL 43220

CENTURIA MEMORY DAYS



5th Annual Car Show
July 9 2005

CENTURIA MEMORY DAYS



5th Annual
Car Show

July 9 2005

Gadget

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**