



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 100148

Date Received
2006 NOV 30 AM 9:40
06-NOV-2006

Repository
Reference No.
10172782

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City LOS ANGELES State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] 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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1F7ZP45E92 [REDACTED] Make FORD Model RANGER Model Year 2002
Date Purchased 15-OCT-06 Dealer's Name and Telephone Number Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City State Zip Code
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 105500 POWER TRAIN:DRIVELINE:DIFFERENTIAL UNIT
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-NOV-2006 Failure Mileage 50000 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: DOTM19ABC036) 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(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured Number of Deaths 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).

DT*: THE CONTACT STATED THE REAR AXLE DIFFERENTIAL WAS DAMAGED AND NEEDED TO BE REPLACED. THE SERVICE DEALER DETERMINED THE REAR AXLE DIFFERENTIAL COULD BE CHANGED AT A CHARGE. THE CONTACT EXPRESSED CONCERN THAT THIS WAS A DEFECT.

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)

Enclosed is a detailed letter I wrote to Susan M. Cishke, V.P. Environment + Safety Engineering Ford Motor Co.

It is the full account of symptoms and details of the Incident.

Please read it. Call me if you have any questions.

Thanks,

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



**Think your vehicle
has a safety defect?**

If so:



**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

www.nhtsa.gov

NHTSA

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



[REDACTED]
[REDACTED]
[REDACTED]
Hollywood, Ca.

Phone: [REDACTED]

Email: [REDACTED]

November 7, 2006

To: Susan M. Cischke, V.P., Environment and Safety Engineering

My name is [REDACTED] and I am a proud Ford Owner. Ford has been a staple in my family as far back as I can remember. My father drives an F-150, my brother, a Mustang, and my mother, a Mazda Tribute. Yes we count that. I have been using the acronym, *First On Race Day* since I was a youth, and now I see myself routing every weekend for [REDACTED] and his Ford Fusion. Maybe you can tell I am a fan of the company who invented the assembly line.

The reason I am writing you is because I feel I have recently been let down by Ford Motor Company. About a month ago I bought a 2002 Ford Ranger from a Private Party. It is a heck of a truck. When I bought it, I checked it out. It CarFaxed ok, had a clear title, but could use some maintenance for a vehicle with 50,000 miles. It drove a little bumpy and lacked power. I changed all the filters, spark plugs, drained the fluids, brakes, tires, alignment, and shocks. Finally this bad boy was ready for the road. It drove so smooth.

The weekend came and I went to visit my friend about 60 miles away. I was cruising down the highway. It is the first time I did heavy driving with it. When I reached about 80 mph, the rear started to shake profusely. I thought it may be the new tires. Maybe they had a bad balance or possible even the computer messed up the alignment. I took it back to the place I bought the tires. They checked it out and had no idea. Everything on their end read fine.

I took it to a Ford Dealer, and the service man there did not recognize my symptoms. In fact, he recommended I take it to a general mechanic, because before he could look at it I would need to pin point which dept. I wanted it to be sent to. I thought that was a little weird, but I took it to a friend of mine that works at a Complete Auto Repair Shop. He had it for a day in a half. He finally found the problem. He said the rear axles were cracked and the whole rear differential should be replaced. Ironically, he is also a Ranger driver and recalls reading about a recall on this model in 4x4, which mine happens to be.

I took it back to the Ford Dealer in North Hollywood, Ca. and asked them if they new about this recall. I explained to the service representative the details and he looked it up and told me there is definitely a recall on my model and it sounds like it is definitely the rear differential. I did this on a Saturday. He said he couldn't issue a major recall on a Saturday, but he would call me first thing on Monday morning and would get me in there. Monday came around. I waited until about 10:00 and I heard nothing from him, so I called. I left a message. Around noon, still nothing, so I called again. No answer. I called a few more times before finally reaching him around 4:00 PM. It definitely was not first thing in the morning.

His story had changed since Saturday. Now, the recall that was issues on my vehicle had expired. It was for a 2002 Ford Ranger, and since it was 2006 and there has been a stop sale on my vehicle, it had expired. I said it didn't make sense to me. He gave me the Ford Customer Service phone number. I called them to try to straighten the issue out. I set up a new profile and finally got some answers. I was told that the recall never expired, it just doesn't exist on my Ranger.

The following is what the Customer Service rep told me:

Safety Recall Number 02S32 is for 2002 Ranger 4x4 with a manual transmission.

My truck is a 2002 Ford Ranger 4x4 with an automatic transmission. The Ford Service representative failed to realize or tell me that. The thing I don't understand is this: If mine is having the same drive train issues with the rear differential in the same model year, with the same 4x4 package, causing the same potential hazard to myself or other drivers, then what does it matter what kind of transmission the vehicle has? Does a rear differential have anything to do with the transmission? Isn't it wheel rotation and alignment issue? The summary of how the fault occurs and the apparent fault in the drive train has to do with using the 4 wheel drive, not shifting gears.

I have looked on www.nhtsa.gov, and there have been many other consumers issuing complaints of the same symptoms as mine, but because their VIN or transmission didn't match, they were not covered by the recall. Could it be, maybe a few other faulty rear differentials were installed in Rangers that were not manual transmissions?

I find it hard to believe that Ford Motor Co. would issue a recall with parameters of a pre-determined list of VIN's with manual transmissions. On your new vehicles there is a 100,000 mile bumper to bumper warranty. I thought Ford prided itself on having a durable drive train? I am just having a hard time figuring that a drive train's rear differential and axles crack after less than 50,000 miles of driving.

The only reason I am writing you is because I know Ford is an American Company that truly stands by their product and I know you know your stuff. I read your bio. Does this problem sound right to you? If so, why are all these other people having similar problems as the owners of a 2002 4x4 Ranger with a manual transmission? I'm stuck.

Regardless of the solution of my problem, I will remain loyal to Ford. I will probably keep the truck and eventually fix the problem. I just hope nothing fatal happens to me, other drivers, or the truck before I save the money to do so.

Enclosed are documents I found on www.nhtsa.com regarding this problem. I read them and enclosed them for you to read.

My VIN is: 1FTZR45E92P [REDACTED]

If you could help me with this problem or suggest any alternative solution it would be greatly appreciated.

Sincerely,

[REDACTED]

[REDACTED]