



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 DEC 26 AM 9:00  
 22-NOV-2006

Repository

Reference No.  
 10174075

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
 Address [REDACTED]  
 City PLOVER State WI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]  
 Evening Telephone Number [REDACTED]

E-mail Address

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 of owner, please address to the vehicle manufacturer.  
 Signature of Owner [REDACTED] Date 12/21/06

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FTYR44U44P [REDACTED]  
 Make FORD Model RANGER Model Year 2004

Date Purchased 20-JUN-05 Dealer's Name and Telephone Number SCAFFIDI MOTORS 715-344-4100 Engine: No: Cylinders 6 Fuel Type: Gas

Original Owner  Dealer's City STEVENS POINT State WI Zip Code 54481

Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control  
 Powertrain REAR WHEEL DRIVE Vehicle Component Code 201000 WHEELS:RIM  
 Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 05-SEP-2006 Failure Mileage 9500 Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make CONTINENTAL Tire Model (Name or Number) CONTINENTAL Tire Size (Example P215/65R15) 70/16

DOT No. (Example: DOTM19ABC036)  Original Equipment  Prior Repair Failure Location: SPARE

Tire Component Code 198000 TIRES:TEMPORARY/EMERGENCY SPARE TIRE 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 SPARE TIRE RIM WAS 16 INCHES INSTEAD OF 15 INCHES AND THE TIRE ITSELF WAS 70 SERIES INSTEAD OF 75 SERIES. THE VEHICLE WAS TAKEN TO THE SERVICE DEALER, WHO DID NOT FIND ANY PROBLEM. \*AK

*See enclosed correspondence copies*

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.



11/03/06

Dear Scalfidi Brother

Ref: Ford Ranger Edge  
Purchased new 6/20/05  
LFTYR44U44A [REDACTED]

See enclosed:

12 Sept letter  
21 Sept letter w/ notes  
24 Oct letter  
31 Oct letter w/ notes

Bottomline is that I need a proper sized spare tire & wheel that is safer per your Ranger owners manual and Goodyear Gwelt

Let me know when I can pick it up.

Thanks you  
[REDACTED]

11/06/06 Discussed w/ Don Sankey  
This how they come like the donut wheel.



Ford Customer Service Division

P. O. Box 6248  
Dearborn, MI 48126

October 31, 2006

[Redacted]  
Plover, WI [Redacted]

Dear [Redacted]

Due to the nature of your recent letter, we would like to address this matter with you personally. This will give us the opportunity to ask questions and discuss this topic in further detail.

Ford Motor Company values customer feedback and we appreciate the opportunity to follow up on your communication.

At your convenience, please contact us at our Customer Relationship Center at 1-800-392-3673 between 8 a.m. and 5 p.m. local time, Monday to Friday. Any representative that answers will be happy to discuss the situation with you as a summary of your letter has been documented in our database.

Thank you, we look forward to hearing from you.

*Christina 11/3/06*

Sincerely,

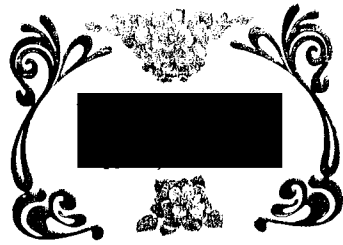
*Colleen Rose Coventry*

Colleen Rose Coventry  
Ford Motor Company  
Customer Relationship Center

*- Chairman Ford -*

*Christine said since Scaffidi is independently owned, they could only refer the problem to them. Where's the logic? Ford built the vehicle. Scaffidi only sold it.*





TD 11/6

24 Oct 2004

Ref: 1FTYR44U44P [redacted]  
12 Sept 04 Letter - mine  
21 Sept 04 Letter yours  
24 Sept phone call - Jason

Attention Colleen Rose Coventry

First off, I am glad I have not had a flat tire, but apparently Ford Motor Co has a flat and in more ways but one. I do feel for the Company and the affected employees & their families

So, has someone made a decision on this issue? If I do not hear from you in 12 days, I will go to the Dept of Agriculture, Trade & Consumer Protection of Wis

Thank you





Ford Customer Service Division

P. O. Box 6248  
Dearborn, MI 48126

September 21, 2006

[Redacted]  
[Redacted]  
Plover, WI [Redacted]

Dear [Redacted],

Due to the nature of your recent letter, we would like to address this matter with you personally. This will give us the opportunity to ask questions and discuss this topic in further detail.

Ford Motor Company values customer feedback and we appreciate the opportunity to follow up on your communication.

*9/26/06*

At your convenience, please contact us at our Customer Relationship Center at **1-800-392-3673** between 8 a.m. and 5 p.m. local time, Monday to Friday. Any representative that answers will be happy to discuss the situation with you as a summary of your letter has been documented in our database.

*Case Reps - Jason*

*Entered my*

*concerns into*

Thank you, we look forward to hearing from you.

*10/24/06*

*the computers*

Sincerely,

*Colleen Rose Coventry*

*Charna - System down.  
wrote another letter*

Colleen Rose Coventry  
Ford Motor Company  
Customer Relationship Center



12 Sept 2004

Dear Customer Assistant

1FTYR94U44P [REDACTED]

Ford Ranger Edge

Purchased new 6/20/05

I recently discovered that the spare tire is a different size than the regular tires.

Spare P235/70/R16

Regular P235/75/R15

I contacted the Dealer, Seaffield Motors - 411369, and they said that is the way it is.

There are 3 sources that state just the opposite;

Exhibit 1 - Page 13 of your "Driving Your SUV or Truck" booklet says all tires on the vehicle should be the same size as safety could be affected.

Exhibit 2 - Page 145 of the Ranger 04 Owners Manual

2

states the "spare tire will be the equivalent to your road tires"

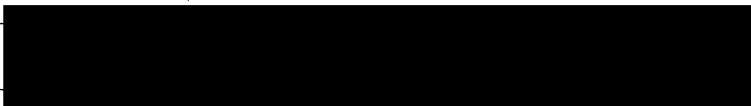
Exhibit 3 - The 1 mile Warranty and Tire Care and Maintenance Guide by Goodyear received with my truck states "Don't mix tires of different sizes"

I know Ford's goal is safety for owners of their vehicles. This appears to violate that goal.

Unless you can demonstrate to me that safety is not compromised by the practice of mixing tire sizes, I demand a new P 235/75/R15 tire & rim to fit such tire.

If you don't satisfy me on this issue, I will be forced to contact the NHTSA

Thank you for your attention



## Tires, Replacement Requirements

### TIRES, REPLACEMENT REQUIREMENTS

*Exhibit 1*

or may require a trailer  
vehicle and trailer must  
ombination Weight  
RV & Trailer Towing  
Ford or

Your vehicle is equipped with tires designed to provide for safe ride and handling capability.

Do not use a size and type of tire and wheel other than that originally provided by Ford because it can affect the safety and performance of your vehicle, which could lead to loss of vehicle control or rollover and serious injury. Make sure all tires and wheels on the vehicle are of the same size, type, tread design, brand and load-carrying capacity because it can affect the safety and performance of your vehicle, which could lead to loss of vehicle control, vehicle rollover and/or serious personal injury. If you have questions regarding tire replacement, see an authorized Ford or Lincoln/Mercury dealer.

If you nevertheless decide to equip your vehicle for off-road use with tires larger than what Ford recommends, you should not use these tires for highway driving.

If you use any tire/wheel combination not recommended by Ford, it may adversely affect vehicle handling and could cause steering, suspension, axle or transfer case/power transfer unit failure.

Do not use "aftermarket lift kits" or other suspension modifications, whether or not they are used with larger tires and wheels.

These "aftermarket lift kits" could adversely affect the vehicle's handling characteristics, which could lead to loss of vehicle control, vehicle rollover and/or serious personal injury.

Tires can be damaged during off-road use. For your safety, tires that are damaged should not be used for highway driving because they are more likely to blow out or fail.

You should carefully observe the recommended tire inflation pressure found on the safety compliance certification label attached to the left front door lock facing or door latch post pillar. Failure to follow tire pressure recommendations can adversely affect the way your vehicle handles. Do not exceed the Ford recommended pressure even if it is less than the maximum pressure allowed for the tire.



volatile substance or a rubber "donut" (also known as a bead expander or "O-Ring") to aid bead seating. *Frank H B* Only specially trained persons should mount tires.

### DON'T MIX TIRES OF DIFFERENT SIZES AND TYPES ON THE SAME AXLE

For optimum handling and control, Goodyear recommends fitment of four (4) tires of the same type and size unless otherwise specified by the vehicle manufacturer.

### FOLLOW THESE ADDITIONAL GUIDELINES:

Fit newest tires on rear axle. If radials and non-radials must be fitted to the same vehicle, fit radials on rear axle. Never mix radials and non-radials on the same axle. When fitting snow tires or all-season tires to performance vehicles, always fit in sets of four. It is not recommended to fit tires with different speed ratings. If tires with different speed ratings are installed on a vehicle, they should be installed with like pairs on the same axle. The speed capability of the vehicle will become limited to that of the lowest speed rated tires. It is also recommended that the lower speed rated tires be placed on the front axle regardless of which axle is driven to help prevent potential oversteer.

Use of lift kits with some vehicle/tire combinations can cause instability. When changing tire sizes, always consult dealer for optimum rim width and carefully check vehicle/tire clearances.

### RETREADED TIRES

Retreaded passenger and light truck tires are not warranted by Goodyear for any reason. ~~Goodyear speed ratings and U.S. Department of Transportation test compliance certifications are voided for retreaded tires.~~

### DO MAINTAIN VEHICLE SUSPENSION, WHEEL ALIGNMENT AND BALANCE AND ROTATE YOUR TIRES

Lack of rotation, worn suspension parts, underinflation/overinflation, wheel imbalance, and misalignment can cause vibration or irregular tire wear. Rotate your tires according to your vehicle manufacturer's recommendations or at maximum intervals of 6,000 miles/10,000 km.

FOR ADDITIONAL INFORMATION, SEE THE "CONSUMER TIRE GUIDE" PUBLISHED BY THE TIRE INDUSTRY SAFETY COUNCIL, PO BOX 1801, WASHINGTON, DC 20013-1801, OR WRITE THE GOODYEAR CONSUMER RELATIONS, DEPT. 728, 1144 E. MARKET ST., AKRON, OH 44316. YOU MAY ALSO CALL GOODYEAR AT 1-800-321-2136.

You must go to an authorized Goodyear outlet for replacement tires and all warranty service.

### FOR SERVICE ASSISTANCE OR INFORMATION FIRST CONTACT THE NEAREST GOODYEAR RETAILER.

1) For assistance in locating the nearest Goodyear Retailer, call 1-800-GOODYEAR or look in the Yellow Pages under Tire Dealers - Retail.

*P 235/75/R15*  
2) If additional assistance is required:

In U.S.A., call the Goodyear Customer Assistance Center at 1-800-321-2136 or write to:  
Goodyear Customer Assistance Center  
Dept 728  
1144 East Market Street

Akron, OH 44316-0001

*Spare P 235/70/R16*  
In Canada, call the Goodyear Customer Assistance Centre at 1-800-387-3288 or write to:

Goodyear Customer Assistance Centre  
450 Kipling Avenue  
Toronto, Ont. M8Z 5E1

### SIX MONTH - 6,000 MILE/10,000 KILOMETER ROTATION RECORD

ODOMETER READING AT 1st ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 2nd ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 3rd ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 4th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 5th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 6th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 7th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 8th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 9th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 10th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE
ODOMETER READING AT 11th ROTATION	ROTATED BY (DEALER/STORE NAME)	DATE

ON THE WINGS OF

# GOODYEAR

700-862-918-548

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