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[REDACTED] • Florence, Kentucky [REDACTED]
Telephone [REDACTED] • Fax [REDACTED]

Attorney At Law

June 1, 2007

COPY

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

Re: 2003 Ford Ranger, VIN 1FTZR15E63T [REDACTED]
TSB 04-17-9 * GRABBING CONDITION FROM REAR DRUM BRAKES
Published August 17, 2004 (Transmitted by Priority Mail.)

Dear Sir or Madam:

The above condition developed in our family's above captioned Ford Ranger. My wife and I were never advised of this potential problem during any prior service visit for the vehicle from the time of the publication of this technical service bulletin until the repair was made on May 18, 2007. The vehicle was repaired at Airport Ford, 8001 Burlington Pike, Florence, Kentucky 41042, (859) 371-4750, where we usually have it serviced. This grabbing condition happened on a few occasions. The most serious occurrence for us was during this past winter when the rear brakes grabbed and froze requiring the truck to be towed for service. However, the condition was not corrected then. The grabbing condition becomes more pronounced when the brakes became wet. Accordingly, it made the truck more dangerous and unsafe in the rain.

In a telephone call today with Ashley in your office, she was very polite, and after investigating my request for a refund of the \$261.25 repair cost, advised that Ford or her office could not authorize a refund for this matter. Respectfully, if this condition would have been addressed at or near the time of the publication of the service bulletin, it should have been a warranty matter. However, the vehicle was driven for approximately two-and-a-half years before the condition was recognized and corrected. My concern is that there may be other 2002 - 2005 Ford Ranger owners who also have not had the problem corrected and need to. I respectfully suggest that Ford advise the owners or the service dealers to do so.

Very truly yours,

[REDACTED]

NMN/cl

Enclosures: Repair Invoice & TSB 04-17-9

Cc: NHTSA, w/ enc. ✓

aa
6/13/07
cc

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).

TSB 04-17-9	
TSB 04-17-9	• GRABBING CONDITION FROM REAR DRUM BRAKES
Effective Date: August 20, 2004	

FORD: 2002-2005 Ranger

This article supersedes TSB 04-16-10 to update the part information.

ISSUE:

Some vehicles may exhibit a grabbing condition from the rear brakes during the first few brake applications. The condition only occurs after the vehicle has been parked for several hours.

ACTION:

To service, reduce/minimize moisture intrusion into the rear drum brake assemblies by applying Motorcraft Silicone Gasket & Sealant to the brake backing plate. Refer to the following Service Procedure.

SERVICE PROCEDURE

1. Place vehicle on hoist and remove the rear wheels.
2. Remove the rear brake drums and replace the rear linings. Refer to Workshop Manual Section 206-02.
3. Inspect the rear brake assemblies for damaged, missing and/or improperly seated adjuster plug or parking brake cable.
4. Inspect and clean the lining contact area of the brake drum, machine if necessary.
5. Reinstall the rear brake drums and adjust the lining to drum clearance per Workshop Manual Section 206-02.
6. Thoroughly clean the backside of the rear drum brake backing plate to promote proper adhesion of sealant.
7. Apply sealant to the backside of the rear drum brake backing plate at the following interface areas (Figure 1):
 - Axle Flange
 - Wheel Cylinder
 - Parking Brake Cable
 - Hold Down Pins

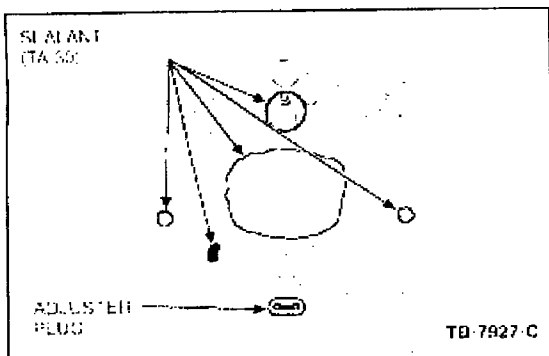


Figure 1 - Article 04-17-9

NOTE: AVOID GETTING SEALANT ON THE BRAKE BLEED SCREW AND BRAKE TUBE NUT.

8. Reinstall the rear wheels and torque lug nuts per Workshop Manual Section 204-04.

PART NUMBER	PART NAME

3L5Z-2200-CA	Brake Shoes 9" (2003-2005 MY)
3L5Z-2200-DA	Brake Shoes 10" (2003-2005 MY)
F77Z-2200-AA	Brake Shoes 9" (2002 MY)
F77Z-2200-BA	Brake Shoes 10" (2002 MY)
TA-30	Motorcraft Silicone Gasket & Sealant

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

OPERATION	DESCRIPTION	TIME
041709A	Replace Rear Brake Linings And Seal Backing Plate (Includes Time To Machine Brake Drums If Necessary)	2.4 Hrs.

DEALER CODING

BASIC PART NO.	CONDITION CODE
2213	69

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

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