



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

## ODI RESUME

Investigation: PE 04-022  
 Prompted By: IE04-008  
 Date Opened: 03/03/2004      Date Closed: 07/01/2004  
 Principal Investigator: Peter Ong  
 Subject: Power Sliding Door Opening

Manufacturer: Ford Motor Company  
 Products: 1999-2002 Ford Windstar Minivans With Power Sliding Doors  
 Population: 190,372

Problem Description: The complaints allege the power sliding doors may open while the vehicle is in motion.

### FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	31	458	489
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
# Injuries:	0	0	0
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other*:	0	449	449

\*Description of Other: warranty claims

Action: This Preliminary Evaluation (PE) is closed.

Engineer: Peter C. Ong

Date: 07/01/2004

Div. Chief: Thomas Z. Cooper Tzc

Date: 07/01/2004

Office Dir.: Kathleen C. DeMeter

Date: 07/01/2004

Summary: The subject vehicles are equipped with single or dual power sliding doors (PSD). Approximately 111,000 vehicles have dual power sliding doors. The PSD is opened by any of 5 methods, the inside or outside manual door handle, the key fob, the overhead console switch and the B-pillar switch. The door may be opened only under these conditions: ignition key is in Off/Accessories/On/Start position, gear selector in Park, vehicle speed less than 6 mph, and door unlocked. The PSD latch is located at the rear of the door and has a secondary and primary latch position. Full and proper closure engages both the secondary and primary latch. With the ignition in the On position, as the gear selector is moved out of Park the door automatically locks and that action mechanically isolates the latch, secondary and primary, from all latch release connections.

In addition to the reports alleging door opening while driving, Ford has received approximately 5,700 reports that allege the door does not close properly or "pops" open with no mention of "while driving." Ford's investigation into these report included owner interviews, vehicle by-backs and testing of consumer vehicles. It found that allegations of door opening while driving were "in fact reports of doors not being properly closed initially and subsequently opening to the secondary latch position as a result of vehicle vibrations or driving maneuvers." Ford's testing of consumer vehicles did not result in any recurrence of "PSD opening while being driven."

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ODI interviews with owners affirmed the allegations of PSD opening while driving; however owners indicated the event is not a regular occurrence (i.e., it occurred only once or has not occurred recently) and that the unintended PSD opening may not be able to be duplicated. In contrast, the improper closing of the PSD (latching on the secondary but not the primary latch) can be duplicated, and ODI verified this during an inspection of a consumer vehicle. In this condition (secondary but no primary latch), when the vehicle's gear selector is moved out of Park position, a warning chime sounds and warning message appears on the instrument panel.

Most reports and warranty claims were filed in the early service-life of the vehicle and peaked around the 18-month in-service time period. ODI and Mfr complaint trends are declining over the last 8 quarters. There is no alleged injury associated with occupant falling out while the vehicle is in motion. No failure mode causing full door opening while vehicle is in motion has been verified (reproduced by ODI or by trained service technicians at dealerships) during this investigation.

A safety-related defect has not been identified at this time and further use of agency resources does not appear to be warranted. Accordingly, this investigation is closed. The closing of this investigation does not constitute a finding by NHTSA that a safety-related defect does not exist. The agency will monitor this issue and reserves the right to take further action if warranted by the circumstances.