



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
Principal Investigator: Peter Ong
Subject: Power Sliding Door

Manufacturer: Ford Motor Company
Products: 1999-2002 Ford Windstar Minivans
Population: 761,368 (estimated)

Problem Description: The power sliding doors does not latch adequately and may open while the vehicle is in motion

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	56	0	56
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	0	0

*Description Of Other:

Action: This Preliminary Evaluation (PE) has been opened

Engineer: Peter C. Ong /oo

Date: 03/03/2004

Div. Chief: Thomas Z. Cooper

Date: 03/03/2004

Office Dir.: Kathleen C. DeMeter

Date: 03/03/2004

Summary: ODI has received 56 consumer complaints alleging the power sliding door may not latch fully and may open while vehicle is in motion. Some of the owners stated that either the "door ajar" warning light would illuminate and/or the door opens completely when the vehicle is ascending a hill, making a turn or traveling over rough roads.

Ford has issued numerous Technical Service Bulletins (TSB) concerning power sliding door issues. The most recent TSB (TSB 02-18-4), issued September 16, 2002 on model year 1999 to 2002 Windstar vehicles, is a comprehensive diagnostic and repair procedure on all aspects of the power sliding door operation.

2/26 3/4/04