



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

## ODI RESUME

Investigation: RQ 05-002  
Date Opened: 08/23/2005 Date Closed: 02/17/2006  
Principal Investigator: Cynthia Glass  
Subject: Headlamp switch knob breaks off

Manufacturer: Ford Motor Company  
Products: 2000 Ford Excursion  
Population: 61,293

Problem Description: Complaints allege that the headlamp switch control knob may fracture and fall off, making it difficult to operate the rotary style headlamp switch and turn the headlights on or off.

### FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	8	346	354
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	1,381	1,381

\*Description of Other: Warranty

Action: This investigation is closed

Engineer: Cynthia Glass *CG*  
Div. Chief: Thomas Z. Cooper  
Office Dir.: Kathleen C. DeMeter

Date: 02/17/2006  
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Summary: By letter dated February 8, 2006 Ford notified The Agency that Ford will extend the warranty coverage of the headlight switch knob to 7 years for certain MY 2000 Ford Excursion vehicles. Ford identifies its action as customer satisfaction program 05N05. The program covers subject vehicles built from October 31, 1999 through January 31, 2000. Ford sent letters to owners February 15, 2006.

The action taken by the manufacturer is sufficient to resolve the issues raised by this investigation. The closing of this investigation does not constitute a finding by NHTSA that no safety-related defect exists. The Agency reserves the right to take future action if warranted by the circumstances.

*PD 2/22/06*