JUN 15 2005

400 Seventh Street, S.W. Washington, D.C. 20580

CERTIFIED MAIL RETURN RECEIPT REQUESTED

Ray Nevi Assistant Director Automotive Safety Office Ford Motor Company Fairlane Plaza South Suite 500 330 Town Center Drive Dearborn, MI 48126-2738 NVS-214gtb BA05-007 & 008

Dear Mr. Nevi:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) is conducting an investigation of pick-up truck tailgate support cables installed in certain General Motors vehicles.

General Motors is conducting Campaign 04V-129 to replace the tailgate support cables installed in certain 2000 - 2004 model year Sierra and Silverado vehicles and certain 2002 - 2004 model year Chevrolet Avalanche and Cadillac Escalade EXT vehicles.

ODI has received complaints from owners of General Motors' vehicles not addressed by 04V-129 and has initiated EA05-007 to address model year 1998, 1999, and partial model year 2000 C/K General Motors vehicles and EA05-008 to address 1998 through 2004 S-10, Sonoma, and successor model General Motors vehicles.

As part of the above-referenced investigations, ODI is requesting data from manufacturers of similar or "peer" vehicles.

ODI records indicate that ODI has received five consumer complaints since January 2004 that allege that one or both of the tailgate support cables installed in a Ford vehicle broke. Three of these incidents allegedly resulted in a personal injury.

A sixth comptaint, VOQ 10055663, received on January 22, 2004, alleges that, "white loading the vehicle [a 2004 F 150, VIN 1FTRW07632KA12652] tailgate fell off." This report is not included in the complaint list below because ODI could not verify the details of the complaint since the owner's phone number is no longer in service.





Summary of Vehicle Owner Questionnaires (VOQ) received since January 2004 pertaining to Tailgate Support Cable Breakage in Ford vehicles

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VOQ	Date Received	VIN	Model Year	Product Model	Injury	Partial or Complete Tailgate Separation
10062628	3/19/04	1FTZR15E51T A95114	2001	Ranger	yes	no
10072489 and 10081500	5/12/04 and 7/30/04	1FTZR15XXYP B37863	2000	Ranger	no	по
10073188	5/26/04	1FTZR15U41T A21092	2001	Ranger	yes	no
10075772 (redacted)	6/07/04	Not provided	2000	F350	yes	. no
10117185	3/31/05	1FTYR14U12T A00781	2002	Ranger	no	no

Copies of the relevant six VOQ's are attached.

The purpose of this letter is to request certain information from Ford about the tailgate support cable(s) installed in model year 1998-2004 Ford vehicles.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- <u>Subject vehicles</u>: all 1998 through 2004 model year Ford vehicles equipped with tailgate support cables sold or leased for sale in the United States
- Subject component(s): tailgate support cable(s).

- Ford Motor Company. ("Ford"): all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Ford (including all business units and persons previously referred to), who are or, in or after 1998, were involved in any way with any of the following related to the alleged defect in the subject vehicles:
 - a. Design, engineering, analysis, modification or production (e.g. quality control);
 - b. Testing, assessment or evaluation;
 - c. Consideration, or recognition of potential or actual defects, reporting, recordkeeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
 - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- Alleged defect: One or both tailgate support cables breaking.
- **<u>Document</u>**: "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs. statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic. photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any

drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Ford, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Ford or not. If a document is not in the English language, provide both the original document and an English translation of the document.

Other Terms: To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Ford has previously provided a document to ODI, Ford may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Ford's response to each request, identify the source of the information and indicate the last date the information was gathered.

To the extent possible, provide the requested information in Microsoft Access or Excel 2000 electronic format.

Production Information – Vehicles Equipped with Tailgate Support Cables

 Identify by model, model year, and by manufacturing location, the number of subject vehicles (vehicles equipped with tailgate support cables) that Ford has manufactured for sale or lease in the United States since model year 1998. Provide the table in Microsoft Access or Excel 2000, or a compatible format, entitled "Request Number 1 – Ford, Production Information."

Complaints

- State the number of each of the following, received by Ford, or of which Ford is
 otherwise aware, which relate to, or may relate to, the alleged defect (*) in the subject
 vehicles received by Ford since January 1, 1998, pertaining to:
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Reports involving an injury or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - d. Reports based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - e. Property damage claims; and
 - f. Third-party arbitration proceedings where Ford is or was a party to the arbitration; and
 - g. Lawsuits, both pending and closed, in which Ford is, or was, a defendant or codefendant.
 - (*) ODI has defined the alleged defect as "tailgate support cable breakage."
 ODI requests that Ford confine its investigation to complaints that are consistent with this failure mode. Reports of tailgate cable breakage may be described by such terms as, "broken," "fractured," "cracked," "cut," "sheared," "separated," "inoperative," etc. Please exclude complaints pertaining to tailgate cables for such issues as cosmetic appearance, fitment, accidental damage, etc. that do not indicate a broken or compromised tailgate support cable or the imminent possibility that the tailgate support cable may lose load-carrying integrity.

For subparts "a" through "d," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident are to be counted as a field report and a consumer complaint).

In addition, for items "c" through "g," provide a summary description of the alleged problem and causal and contributing factors and Ford's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "f" and

"g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Provide this information in Microsoft Access or Excel 2000, or a compatible format, entitled "Request Number Two - Complaint Summary Data,"

- Separately, for each item (complaint, report, claim, notice, or matter) within the scope of the response to Request No. 2, state the following information:
 - a. Ford's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN;
 - e. Vehicle's make, model and model year;
 - f. Vehicle's mileage at time of incident;
 - g. Incident date;
 - h. Report or claim date;
 - Whether property damage is alleged;
 - j. Number of alleged injuries, if any; and
 - k. Number of alleged fatalities, if any.

Provide this information in Microsoft Access or Excel 2000, or a compatible format, entitled "Request Number Three - Complaint Details."

Warranty Claims

- 4. State, by model and model year, a total count for all of the following categories of claims, collectively, whether reimbursed, adjusted, or not reimbursed by Ford to date that relate to, or may relate to, the alleged defect (*) in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.
 - (*) ODI has defined the alleged defect as "tailgate support cable breakage." ODI requests that Ford confine its investigation to complaints that are consistent with this failure mode. Reports of tailgate cable breakage may be described by such terms as, "broken," "fractured," "cracked," "cut," "sheared," "separated," "inoperative," etc. Please exclude complaints pertaining to tailgate cables for such issues as cosmetic

appearance, fitment, accidental damage, etc. that do not indicate a broken or compromised tailgate support cable or the imminent possibility that the tailgate support cable may lose load-carrying integrity.

Separately, for each such claim, state the following information:

- a. Ford's claim number:
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number,
- c. VIN:
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.
- j. Claim disposition (reimbursed, adjusted, or not reimbursed).

Provide this information in Microsoft Access 2000, or a compatible format, entitled "Request Number Four – Warranty Information."

5. Describe in detail the search criteria used by Ford to identify the claims identified in response to Request No. 4, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles.

State, by make and model year, the terms of the new vehicle warranty coverage offered by Ford on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Ford offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

Replacement Parts Sales

6. List all tailgate support cable part number(s) or the part number of subassemblies containing a tailgate support cable which were sold as replacement parts for the vehicles listed in response to Request No 1, and state the quantity of each aftermarket or replacement tailgate support cable that Ford has sold by year from 1998 to the present.

This letter is being sent to Ford pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Ford's failure to respond promptly and fully to this letter could subject Ford to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If Ford cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Ford does not submit one or more requested documents or items of information in response to this information request, Ford must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Ford's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by July 29, 2005. Please refer to EA05-007 & 008 in Ford's response to this letter. If Ford finds that it is unable to provide all of the information requested within the time allotted, Ford must request an extension from me at (202) 366-4933 no later than five business days before the response due date. If Ford is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Ford then has available, even if an extension has been granted.

If Ford claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Ford must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (68 Fed. Reg. 44209 et seq; July 28, 2003), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. Ford is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Tom Bowman of my staff at (202) 366-2583.

Sincerely,

Richard P. Boyd, Chief

Medium & Heavy Duty Vehicle Division

Office of Defects Investigation

Enclosures:

VOQ No's: 10117185, 10062628, 10072489, 10081500, 10073188, 10075772

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Include, if available: Police/Fire Department Report, Photos, and Repair Imvoice.

ATTACH ADDITIONAL SHEETS IF MPCESSARY

The Privacy Act of 1974-Public Law 53-575 This information is requested autount to authority vested is the Antices Highway Troffic Safety Act and publication as an endineeries. You are under no obligation to respond this operationality, your responds may be send to such third HITSA in determining whether a Manufacturer should take appropriate action to contact a safety defect. If the NHTEA proceeds with administrative enforcement or Rigation against a manufacturer, your response, or a statistical suremery thereof, may be used in support of the agency's action.

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	<u> </u>	ADDITION	ALΠ	EMS TO BE	COMP	TELEP MH	EN REPORT	_		SEAT PAILURE		
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Child Seat Compone	ant Coo	e:	- 1	aied Part:	764 101	INCIDEN	T TARIOD M	4 TTOU	4			
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Norrative Peet/lpt	lop of Ir) event	ncident(\$), Cr s leading up t	to the	rfillere, (2)	tallure s	and Rs come	equences,	and (3) what vis	u done to correct ti	ia Mi	ure;
TAILGATE SUPPOR			• • • • • • • • • • • • • • • • • • • •			ON RIGHT	SIDE BROKI	E WHE	N_			

PERSON SIT ON IT. ON INVESTIGATION IT WAS FOUND THE CABLE WAS COMPLETELY RUSTED.

THROUGH AND BEING HELD BYT THE HARD PLASTIC SURROUNDING THE CABLE.

Include, if available: Police/Fire Department Report. Photos. and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY Institute, it available, resident responses the property of th

> -,+4 1,000 : \$5<u>f</u>

										Form Aus	- COVERED	C.H.E. No. 71	
	-	•	DOT	' Auto Si	afety	Hotfine			FC	OR AGENCY USE ON	LY :	100192	
U.S. Departm of Transports			nnaire fects		Date Re	outtory [
National Hig Traffic Safei Administrat	hway Y	INI		(1-868-	DASH-2-DÖT i-327-4236) ihtsa.dot.gov/hotfine)-JUL-2004	Reference No. 10081500		
	01	WHER INFO	OLTAMS	N(Type o	or Prin	t)							
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In the absence Signature of Ox 17 digit Valida Ida	тңег				VEHI	CLE INFO	RMATION	Date	_	Model		Model Year	
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ncident Date(s) 6-OCT-2003	r	re Mile age 37000	Falure : S							_			
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		ADDITION	AL ITEM	IS TO BE (COMPL	ELED M H	EN REPOR	TING A	CHILD	SEAT FAILURE			
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arretive Pescrio	ion of ir	s X No.	reah(es),	and Injury	y(les).				<u></u>	n done to correct th		 -	

MILIONTE CABLE RUSTED IN 1970, RIGHT AT THE BUILD. TAK TS

Include, if available; Police/Fire Department Report, Photos, and Repair Invoke.

ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1974-Public Lane 93-579 This information in requested parameter are written by easted in the National Highway Traffic Safety Act and subsequent aroundments. You are under no obligation to reapond this questionairs Your response may be used to easist the NATSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NATSA proceeds with administrative enforcement or Rigation against a manufacturer, your response, or a statistical summary thereof, sary he total in support of the agency's action.

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U.S. Departma of Transportati		Veh	icle O	wner	's Que	estion	nnaire fects		Date Re	ceived	Repository 🛄	
National High Traffic Safety Administratio	way	INT		1-686	DASH-2- -327-42 htsa.doi	236)	totilne		26	-MAY-2004	I .—	ference No. 073188
	OV	MER INFOR	MATZON	l(Tγpα	or Pri nt)	1			Describing	Telephone Number	E	I Arklane
Name									Dayone	recpliate Autiber		III AUUITEDS
Address City SUSQUE	HANNA		<u></u>	State	PA	Zip Cod	e		Evening	Telephone Number		
Do you authorize In the absence of Signature of Own	an aut	to provide horization, A	a copy of. IHTSA WI	this repo	art to the provide ;	manwai Joyr nam	cturer of yo	ur vah is to ti Dațe	ie vehicle	M YES	NO	
					VEHIC	LE INTO	RMATION					
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1F7ZR15U41							FORD			RANGER		2001
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re Make					Name or A				Tire	Ske (Bumple P21)	/65R	15)
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rë Component Cod										Failure Type		
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eat Type:	^. 4-				nstallation	System	:			<u> </u>		<u></u>
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rash Yes X No		X No		1.	ons Injure	d Nu	mber of Dea	ths		ed to Police V		
Yenrative Descripti Mease describe (1) .e, parts regained (evente	hading up I	o the falk	ire, (2) i	fallure and	its cons	equences,	and (3)) what wa	s done to correct ti	m fai	lure;
WHILE STANDING (GROUND,	IIAT NC	GATE BOTH	CABLES B	ROKE AT	F THE SAM	Æ TIME,	THE TAILG	VTE DR	OPPED T	O THE BUMPER AND) I FE	што тне

ATTACH ADDITIONAL SHEETS IF NECESSARY

Include, if evallable: Police/Fire Department Report. Photos, and Repair Invoke.

The Privacy Act of 1974-Public Law 83-579 This information is requested pursuant to authority vested in the Antional Highway Traffic Safety Act and entanapart sprayalments. Your response may be used to easist the INTEA in determining whether a Manufacturer should take appropriate action to correct a sufety defect. If the MHTSA proceeds with administrative anforcement or Rigation against a manufacturer, your response, or a statistical assertior, thereof, may be used in support of the agency's action.

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U.S. Dep of Transp			Vel	icle To R	epart	Veh	icle Št	ifety D	nnaire efects		Date Re	ecelved	Re	pository 🔲
National Traffic S Adminis	afety	, .	INT	ERN	(1-	888-	-327-4		hotiine		07	'-JUN-2004		ference No. 2075772
		Ö	WHEN INFO	RMAT	ION(T	ype	or Prin	t)			Constitute	Telephone Number	-	ail Address
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слу н	ÇFARI	AND			Sta	te ,	WI	Zip Co	de e		- Everang	Telephone Number		
Do you sut! In the abso Signature o	ROE OF	an api	l to pravide thorization, i	■ copy NHTS/	y of this WILL	repa NOT	ort to th provide	e manufi your na	nctures of yo me or addres	ur veh us to ti Date	ne vehicio	YES X	NO	
			•	•			VEHI	CLE INFO	MOLTAMAC			•		
17 digit Vahid	in Ident	arication	Number Locat	ed at b	ottom of	white	no biside	driver's sic	Make FORD			Model F350		Model Year 2000
Date Pu	urches ·	ed	Dealer's Na	me an	d Telepi	none	Number					Engine: No: Cylinders		Fuel Type:
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ire Make					Tire Mo	del (f	Name or	Numberi	•		Tire	Ske (Example P21	/65R	15)
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Crash		Fire		- Mi		1	Taile		mber of Dea	. L.	B	-1 A- C-1	_	

Yes XNo Yes X No 1 0 N

Marrathre Description of Incident(5), Crash(as), and Injury(as).

Mere a describe (1) events leading up to the failure, (2) failure and Ra consequences, and (3) what was done to correct the failure;

La, parts repelled or replaced (and if old part is available).

While Consumer was Standing on Rear of the Vehicle Tallsate Cable Snapped. As a Result, Consumer fell to the Ground,

AND SUSTAINED I LEFT KNEE INJURIES, *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY
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