



James P. Vondale, Director
Automotive Safety Office
Environmental & Safety Engineering

July 7, 2011

Mr. Claude H. Harris
Acting Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, Room W45-231
Washington, DC 20590

Dear Mr. Harris:


Subject: Ford Motor Company (Ford) Recall No. 11C18 – Certain 2011 Model Year Ranger trucks, and Service Parts distributed to dealers for certain Ford Vehicles for Steering Column Multi-Function Switch.

Summary

- Ford Action - Ford is conducting a voluntary compliance recall involving certain 2011 model year Ranger trucks and service parts distributed to dealers for certain Ford vehicles to inspect the multi-function switch in the steering column and, if necessary, replace the switch.
- Number of Vehicles Involved - Approximately 20,450 vehicles in the United States and federalized territories are potentially affected. Ford distributed approximately 6,265 service parts to dealers who have been instructed to return unsold inventory of service switches from the suspect population.
- Description of Non-Compliance – Ford's multi-function switch supplier shipped switches with a subcomponent (slider) that may experience deformation. A multi-function switch with a deformed slider may malfunction. On affected vehicles the turn signal, tail lamps, hazard warning signal flasher and/or stop lamps may not activate and would not comply, as applicable, with Sections S5.1.1 (Table #3), S5.5.4, S5.5.5 and S5.5.7 of FMVSS 108. The Center High Mounted Stop Lamp remains functional in all cases. As of July 5, 2011, Ford is not aware of any accidents or injuries related to this condition.
- Service Program - Ford will notify dealers on July 8, 2011, to stop demonstrating or delivering the affected vehicles until inspections are performed and switches replaced, if necessary. Ford will notify owners and instruct them to take their vehicles to a Ford or Lincoln dealer for inspection of the multi-function switch and, if necessary, replacement. Dealers have been instructed to return unsold inventory of service switches from the suspect population. Ford will further instruct dealers to notify customers who purchased service parts, where information is available, to return vehicles for switch inspection and replacement, if necessary.

The detailed information required by the applicable portions of 49 CFR Part 573 - Defect and Non-Compliance Information Report is attached.

Sincerely,



James P. Vondale
Attachment

Fairlane Plaza South
330 Town Center Drive, Dearborn, Michigan 48126-2738 USA



49 CFR PART 573 - NON-COMPLIANCE INFORMATION REPORT
11C18 CERTAIN 2011 MODEL YEAR RANGER TRUCKS, AND SERVICE PARTS
DISTRIBUTED TO DEALERS FOR CERTAIN FORD VEHICLES

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Defect and Non-Compliance Reports, Ford Motor Company (Ford) submits the following information concerning a potential non-compliance to the requirements of Sections S5.1.1 (Table #3), and S5.5.4 & 7 of FMVSS 108 on certain 2011 model year Ranger trucks, and service parts distributed to dealers for certain 2004 through 2011 model year Ranger trucks, 2002 through 2005 model year Excursion vehicles, and 2002 through 2007 model year F-250, F-350, F-450, and F-550 trucks.

573.6 (c) (2) - Potentially Affected Vehicles

Certain 2011 model year Ranger Trucks built from January 25, 2011, through April 25, 2011, at the Twin Cities Assembly Plant (TCAP) are potentially affected.

Because these vehicles are not produced in VIN order, information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Service parts built from January 12, 2011, through April 9, 2011, that were sold from January 17, 2011, through June 22, 2011, for 2004 through 2011 model year Ranger trucks, 2002 through 2005 model year Excursion vehicles, and 2002 through 2007 model year F-250, F-350, F-450, and F-550 trucks are potentially affected. Dealers have been instructed to return unsold inventory of service switches from the suspect population.

The multi-function switch for the affected vehicles were assembled by Delphi Delco Electronics Systems at their facility in Mexico.

Delphi Delco Electronics Systems
Sendero Nacional KM 3.5, Parque Industrial
Matamoros TM Mexico

The Delphi Contact person is:

Customer Satisfaction Manager
Craig Newkirk
765-451-1963
Delphi – Electronics & Safety
One Corporate Center; M/S: 8182
P.O.Box: 9005
Kokomo, IN 46904-9005 USA

573.6 (c) (3) - Estimated Population of Vehicles Potentially Affected

Approximately 20,450 vehicles in the United States and federalized territories are potentially affected. Ford also distributed approximately 6,265 service parts to dealers who have been instructed to return unsold inventory of service switches from the suspect population.

573.6 (c) (4) - Estimated Percentage of Affected Vehicles with the Condition

Unknown.

573.6 (c) (5) - Description of Non-Compliance

Ford's multi-function switch supplier shipped switches with a subcomponent (slider) that may experience deformation. A multi-function switch with a deformed slider may malfunction. On affected vehicles the turn signal, tail lamps, hazard warning signal flasher and/or stop lamps may not activate and would not comply, as applicable, with Sections S5.1.1 (Table #3), S5.5.4, S5.5.5 and S5.5.7 of FMVSS 108. The Center High Mounted Stop Lamp remains functional in all cases. As of July 5, 2011, Ford is not aware of any accidents or injuries related to this condition.

573.6 (c) (7) - Basis of Non-Compliance Determination

The Twin Cities Assembly plant, during monitoring of Ford's warranty reports in February and March 2011, identified an unexpected level of reports for inoperative turn signal and brake lamps for 2011 Ranger trucks. TCAP issued a stop ship on April 4, 2011. Yard audits were conducted and field parts were requested for evaluation by the supplier. Ford's Compliance Review Committee (CRC) was notified on April 19, 2011. Field return parts were sent to the supplier for review. Investigation by the supplier determined that a subcomponent (slider) was deformed. Further investigation determined that sliders from the suspect manufacturing dates may experience deformation due to temperature experienced in the interior of the vehicle when the vehicle is exposed to sun loading.

On May 24, 2011, a Technical Review Group was held and recommended review by the Field Review Committee.

On June 29, 2011, the Field Review Committee reviewed the issue and approved a field action.

573.6 (c) (8) - Service Program

Ford will notify dealers on July 8, 2011, to stop demonstrating or delivering the affected vehicles until vehicle inspections are performed and switches replaced, if necessary. Ford will notify owners and instruct them to take their vehicles to a Ford or Lincoln dealer for inspection of the multi-function switch and, if necessary, replacement. Dealers have been instructed to return unused service switches from the suspect population. Ford will further instruct dealers to notify customers who purchased service parts, where information is available, to return vehicles for inspection and replacement, if necessary. There will be no charge to owners for this service.

Mailing of owner notification letters will occur the week of August 15, 2011. Notification to dealers will occur on July 8, 2011.

In accordance with Part 573.13 (d)(1), Ford is excluding reimbursement for costs incurred by owners for repair of this problem because Ford's original warranty program would provide for a free repair for this concern for customers.

573.6 (c) (10) - Press statement and Dealer/Owner Letters

National media attention is likely as with most Ford recalls when posted to NHTSA's safecar.gov website. Ford will provide public comments when requested. A news release will not be issued. A copy of the notification letters to dealers and owners from Ford will be forwarded to the agency when available.

573.6 (c) (11) - Recall Number

Ford has assigned recall number 11C18 to this action.