



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

# ODI RESUME

**Investigation:** PE 11-033  
**Date Opened:** 09/13/2011  
**Investigator:** Lawrence Hershman      **Reviewer:** Scott Yon  
**Approver:** Frank Borris  
**Subject:** Service Jack Failure

## MANUFACTURER & PRODUCT INFORMATION

**Manufacturer:** FORD MOTOR COMPANY  
**Products:** MY 2004-2005 Ford Freestar & Mercury Monterey  
**Population:** 205,661 (Estimated)

**Problem Description:** The service jack used for changing a tire fails at its pivot joints.

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
<b>Complaints:</b>	5	TBD	TBD
<b>Crashes/Fires:</b>	0	TBD	TBD
<b>Injury Incidents:</b>	3	TBD	TBD
<b>Number of Injuries:</b>	3	TBD	TBD
<b>Fatality Incidents:</b>	1	TBD	TBD
<b>Number of Fatalities:</b>	1	TBD	TBD
<b>Other*:</b>	1	TBD	TBD

\*Description of Other: Manufacturer report involving service jack failure.

## ACTION / SUMMARY INFORMATION

**Action:** Open a Preliminary Evaluation.

**Summary:**

ODI has received five complaints and one manufacturer report alleging the failure of the original equipment service jack on model years 2004-2005 Ford Freestar and Mercury Monterey minivans. The complaints allege the jack can suddenly fail while in use and cause the vehicle to suddenly fall. In the failures reported, the jacks appeared to have failed at the slotted hinge joints which separated under load. The report involving a fatality alleges the jack failed and allowed the vehicle to fall on a person who was working under the otherwise unsupported vehicle. NHTSA is investigating this issue to determine if a safety defect exists. Please note that the agency does not recommend that any OEM jack be used for anything other than changing a tire.