

CL-10219680-54841

[REDACTED]
New Albany, IN [REDACTED]

2008 APR -8 AM 9:14

March 22, 2008

U.S. Department of Transportation
NHTSA
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

Reference No. 10219680

On 26 February, 2008, the rear hatch window on our 2003 Ford Explorer blew out! There was glass all over the place and the whole of the window frame was torked and crushed. It looked like it had been hit by a Mack Truck. The lower part of the rear door was fine. The car had been parked. It was a very cold day.

I drove the car home and immediately called our insurance agent, Mr. Bob Bitter of State Farm. He came to our home to see the car, incredulous at the amount of damage. He recommended I drive the car to Carriage Ford, Inc. in Clarksville, IN, for repair. He also arranged for us to rent a car from Enterprise.

When I walked into the Repair Shop at Carriage Ford, I said "I have a problem with my rear window". The mechanic said "Oh, you must be driving a Ford Explorer". I was very surprised and asked how he knew. He said "They have sensitive windows". I told him the car had been parked and he said "Normally, they blow when someone is accessing the rear hatch". He actually used the word "Normally".

I then drove my car to the collision department. I was told by the manager, Danny Seal, that at the same time, two other Ford Explorers were in the shop with the same problem.

My husband did some research on line and found a number of instances of the rear hatch window exploding. One report stated that the owner of the car was blasted with glass as a result of his opening the rear hatch.

According to further research, the gas in the struts that hold up the top portion of the rear hatch can explode when cold weather is a factor.

It took eight days for my car to be repaired. It cost \$1703.04. We had to pay a \$500 deductible fee to Carriage Ford, while State Farm covered the additional \$1203.04. In addition, State Farm had to cover the car rental of \$274.69.

F.T.
Chloris
KB

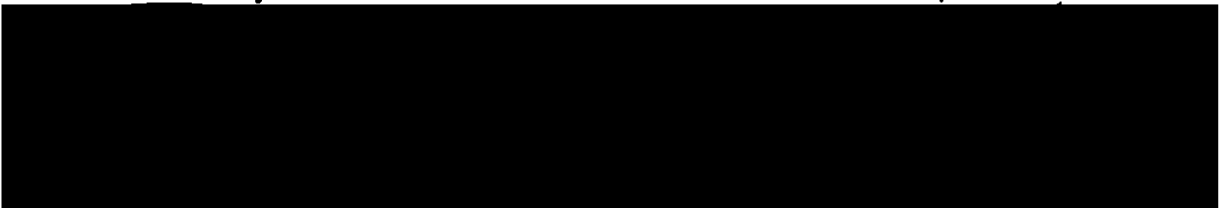
My husband and I elected to replace the rear struts at our own cost, \$72, as the insurance company would not pay for that.

Despite this extraordinary, recurring, known safety issue, Ford has never issued a recall to address the problem of the rear hatch window bursting.

I take great exception to our having to pay \$500 as our portion of the cost to repair our car. I take great exception that State Farm had to pay \$1203.04 for repair costs and also that State Farm had to pay \$274.69 for car rental. Our insurance records now show an automobile incident claim. I was not responsible for this incident in any way. The responsibility and costs reside totally with the Ford Motor Company.

I want Ford to be held responsible for both public safety and financial reimbursement responsibility to ourselves and to State Farm.

I expect the Ford Motor Company to reimburse me the \$572 cost of repair. I expect Ford Motor Company to reimburse State Farm \$1477.73. I expect Ford Motor Company to contact State Farm regarding the bursting struts, stating that this was not a driver incident. I expect Ford Motor Company to issue a recall on the Lift Assembly Gas struts which do cause the rear hatch to explode.



Mr. Ronald B. Fields, Chief
Enforcement
U.S. Department of Transportation
National Highway
Traffic Safety
Administration
1200 New Jersey Avenue SE
Washington, DC 30690

Cc: Ford Motor Company
Rosemary O'Malley
Manager, Customer Relationship Center
P. O. Box 930
Ann Arbor, MI 48106-9775

Cc: State Farm Insurance
Bob Bitner
3221 Grant Line Road
New Albany, IN 47150

908 E. Lewis & Clark Parkway
CLARKSVILLE, IN 47129
(812) 284-4444

Carriage Ford, Inc.

SERVICE HOURS:

Mon - Fri: 7:00 am - 6:00 pm
Saturday: 8:00 am - 1:00 pm

"Best by a Country Mile"

CHECK (✓) APPROPRIATE BOX			DISCLAIMER OF WARRANTIES	
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT	Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.	
\$ PARTS	\$ LABOR	\$ TOTAL		
Authorized Signature and Date				
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.				
(SIGNED)	DEALER, GENERAL MANAGER OR AUTHORIZED PERSON	(DATE)	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	
INVOICE TO			DRIVER/OWNER INFORMATION -- INVOICE: D14750	
NEW ALBANY IN			NEW ALBANY IN	
FOR OFFICE USE			HOME: CELL:	
TAG: ADV: 458 SEALS, DAN INVOICE: PRELIM BOD D M2 VIN 1FMZU74E53 LICENSE NUMBER:			VEHICLE INFORMATION	
TAX RULES: INVT INVOICED: 03/03/2008 10:41:03 03 FORD EXPLORER EBauer AND 4DR SPTUTY				
ODOMETER IN: 77074 DIST: BOS DATES INSERVICE: 080103 PRODUCTION: 060303				
DATES BEGIN: 02/26/08 DONE: 03/03/08				
CONCERN 51 REPAIR AS PER EST STATE FARM CLAIM			OPERATION TECH HOURS AMOUNT	
CORRECTION REP			B 111 12.5 B 528.00	
PART NUMBER PO# NOTE DESCRIPTION QTY			SELL	
FNC WPNGLASSGUARD *****			1B 728.65 728.65	
FNC 3L2Z 7842105 BA NSTK LIFT ASY - GAS			1B 36.00 36.00	
FNC 3L2Z 7842104 AA NSTK LIFT ASY - GAS			1B 36.00 36.00	
FNC 1L2Z 7842528 BA NAME PLATE			1B 30.67 30.67	
FNC 2L2Z 7846410 AAA NSTK COVER - REAR			1B 91.08 91.08	
FNC PAINTANDMATERIALS PM *****			1B 166.20 166.20	
FNC 1L2Z 7842528 AA NAME PLATE			1B 19.93 19.93	
FACTORY TECH: 111 - ROUTH, CHARLES			SUBTOTAL	
TYPE: BOD			PARTS 942.33	
SUMMARY OF CHARGES FOR INVOICE D14750			LAB-BODY SHOP 528.00	
PARTS 942.33			MISCELLANEOUS 166.20	
LAB-BODY SHOP 528.00			TOTAL CHARGE FOR CONCERN 1636.53	
MISCELLANEOUS 166.20			PAYMENT DISTRIBUTION FOR INVOICE D14750	
SUB-TOTAL 1636.53			TOTAL CHARGE 1703.04	
STATE TAX 66.51			CHARGE ACCT NAD 028919 1703.04	
TOTAL CHARGE 1703.04			BRODY, PAULA	
IF YOU HAVE ANY QUESTIONS - PLEASE SEE DANNY SEALS			PAGE 1	

#576.32

pd c/g \$576.32
D.S. 3-5-08
Balance due in co.

PAGE 1

LAST PAGE

ENTERPRISE RENT-A-CAR COMPANY OF KENTUCKY, 1105 EAST HIGHWAY 131, CLARKSVILLE, IN 471297737 (812)
282-0044

RENTAL AGREEMENT

REF#

RENTER

DATE & TIME OUT

02/26/2008 04:05 PM

DATE & TIME IN

03/05/2008 09:40 AM

BILLING CYCLE

CALENDAR DAY

VEH #1 2007 TOYO 4RUN 8C4W

VIN# JTEBT14R370

LIC#

MILES DRIVEN 131

BILL TO ACCOUNT# STF0880

STATE FARM-AUTO FIELD CLAIMS**

ATTN: PRO, ICC - TEAM 5

5559 WEST 73RD

INDIANAPOLIS, IN 462682162

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	02/26 - 03/05	9	DAY	\$26.55	\$238.95
REFUELING CHARGE	02/26 - 03/05	3	GALLON	\$3.95	\$11.85
Subtotal:					\$250.80

Taxes & Surcharges

INDIANA EXCISE TAX	02/26 - 03/05			4%	\$9.55
INDIANA SALES TAX	02/26 - 03/05			6%	\$14.34

Total Charges: \$274.69

Bill-To / Deposits

STATE FARM-AUTO FIELD CLAIMS**

TIME & DISTANCE	02/26 - 03/05	9	DAY		
INDIANA EXCISE TAX	02/26 - 03/05	1	PERCENT	4%	
INDIANA SALES TAX	02/26 - 03/05	1	PERCENT	6%	
Subtotal:					(\$225.00)

Total Amount Due**\$0.00**

CLAIM INFO

LOSS DATE: 02/26/2008

INSURED

SHOP: CARRIAGE FORD**

PHONE: (812) 284-4444

ATTN: DANNY

PAYMENT INFORMATION

AMOUNT PAID TYPE

\$49.69

Visa

CREDIT CARD NUMBER

XXXXXXXXXXXX PENDING