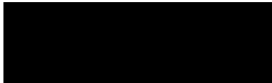




U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

May 19, 2008



NVS-216 aae
Ref. # 10225708

Dear [REDACTED]:

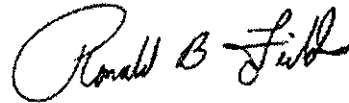
Thank you for your e-mail concerning your model year (MY) 2004 Ford Explorer vehicle. Your e-mail was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on May 5, 2008.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect or recall inadequacy is warranted. NHTSA's Defect Analysis Division is currently monitoring complaints received for rear glass door hinge failure on MY 2004 Ford Explorer vehicles. Currently, no investigation has been initiated at this time. The information provided has been entered into our database. It will be considered with other reports to identify any safety defect trends that may require our attention.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink that reads "Ronald B. Fields". The signature is written in a cursive style with a large initial "R" and "F".

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement