

CL-10225708-2155

From: hotline-inquiries, NHTSA <NHTSA>
Sent: Thursday, May 01, 2008 10:27 AM
To: [REDACTED]
Subject: FW: Comments from ODI web user ~117076

2008 MAY -5 AM 9: 27

-----Original Message-----

From: NHTSA.HotlineTelesis
Sent: Thursday, May 01, 2008 10:04 AM
To: [REDACTED]
Subject: Comments from ODI web user ~117076

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

We appreciate the time you have taken to contact us and value your opinion. Your comments have been forwarded to the appropriate NHTSA personnel.

However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

>
> FULL NAME: [REDACTED]
> EMAIL : [REDACTED]
> SUBJECT : Complaint 10225708

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> WEB USER COMMENTS:

> Re: my previous complaint re: broken hinges on the rear glass door of my 2004 Ford Explorer #10225708. I had the auto repaired and the dealer said that they had replaced the hinges on many other Explorers that were the subject of a recall, but that my particular auto was not included in the recall. It seems obvious that my auto suffers from the same problem that created the other recalls and that the recall should be expanded. It also appears that they simply used one of the other "recall kits" to repair my vehicle. Seems odd that my vehicle should be excluded from the recall, doesn't it?

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> This mail was sent using the Contact form from <http://WWW-ODI.NHTSA.DOT.GOV> web site.

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RH
05/05/08
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KB