

# NHTSA ccmMercury Routing Slip



Printed: 6/4/2010

NHTSA #: ES10-003942

XREF #:

Delivery: REG

Rec'd Date: 6/4/2010

Doc Type: CNG

Address To: NOA02

Referred By: NPO-011

Doc Date: 5/24/2010

Due Date: 6/16/2010

S10 #:

DOT/I #:

RMP #:

**Subject: LETTER TO THE DEPUTY ADMINISTRATOR FROM SENATOR BURR ON BEHALF OF  
CONSTITUENT [REDACTED] CONCERNING A CRACK IN THE PLASTIC SURROUNDING THE REAR  
WINDOW OF HER 2004 FORD EXPLORER**

Ack Date:

Sign Office: ADMINISTRATOR

Cleared Date:

File Loc:

Added By: BMILLINGS x65470

Ack By:

Signature: STRICKLAND

Cleared By:

XREF File:

Modified By:

BERNADETTE.MILLINGS

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

## Author:

The Honorable RICHARD BURR  
U.S. HOUSE OF REPRESENTATIVES

WASHINGTON, DC 20515

Tel: Fax: E-mail:

CL-10334891-1014

| Assigned To | Task        | Asgn Date | Deadline  | Returned Date |
|-------------|-------------|-----------|-----------|---------------|
| NVS-200     | REPLY       | 6/4/2010  | 6/16/2010 |               |
| NVS-010     | INFORMATION | 6/4/2010  |           | 6/4/2010      |
| NIA-110     | INFORMATION | 6/4/2010  |           | 6/4/2010      |
| NOA-010     | INFORMATION | 6/4/2010  |           | 6/4/2010      |
| NOA02       | INFORMATION | 6/4/2010  |           | 6/4/2010      |

JUN 04 2010

RECEIVED-NHTSA  
JUN 4 4 08 PM '10  
EX-103

HC  
060410  
TH

# United States Senate

WASHINGTON, DC 20510-3308  
(202) 224-3154 FAX: (202) 228-2981

May 24, 2010

Mr. Ronald Medford  
Acting Deputy Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
West Building  
Washington, D.C. 20590

Dear Mr. Medford:

Enclosed is a copy of correspondence I have received from my constituent, [REDACTED] concerning the crack in the plastic surrounding the rear window of her 2004 Ford Explorer. I believe that you will find this letter to be self-explanatory.

I would appreciate it if you would review the enclosed correspondence and provide me with any information that may be helpful to my constituent.

I am grateful for any assistance you may be able to provide in this matter.

Sincerely,



Richard Burr  
United States Senator

RB:ec

Enclosure

☐ **Winston-Salem Office**  
2000 West First Street  
Suite 508  
Winston-Salem, NC 27104  
Phone (336) 631-5125  
Fax (336) 725-4493  
Toll Free (800) 685-8916

☐ **Wilmington Office**  
201 N. Front Street  
Suite 809  
Wilmington, NC 28401  
Phone (910) 251-1058  
Fax (910) 251-7975  
Toll Free (888) 848-1833

☒ **Rocky Mount Office**  
100 Coast Line Street  
Suite 210  
Rocky Mount, NC 27804  
Phone (252) 977-9522  
Fax (252) 977-7902  
Toll Free (877) 703-2087

☐ **Asheville Office**  
151 Patton Avenue  
Suite 204  
Asheville, NC 28801  
Phone (828) 350-2437  
Fax (828) 350-2439

☐ **Gastonia Office**  
181 South Street  
Suite 222  
Gastonia, NC 28052  
Phone (704) 833-0854  
Fax (704) 833-1467

May 20, 2010

Ford Motor Company  
ATTN: Customer Relationship Center  
P.O. Box 6248  
Dearborn, Michigan 48121

SUBJECT: 2004 Ford Explorer VIN 1FMZU62K54U [REDACTED]

My name is [REDACTED] and I have been a loyal Ford customer for the last 40 years. Until recently, I have had no complaints, but now I have a problem with the rear door on my Ford Explorer. As the original owner, I was surprised to find that the plastic under the rear window suddenly cracked. The crack appeared on May 10, 2010 without any damage or abuse to the rear door.

Last week, I contacted the local Ford dealer, who tells me that numerous Explorers have been brought in for the same defect. The dealer knew what the problem was before I showed him the back of the vehicle. Nonetheless, the dealer told me that there would be a charge of several hundred dollars to repair the crack.

In addition, I called the Ford Customer Service Dept, which told me to keep calling back to see if there was a recall, however, they did nothing to help me. Your customer service representative simply told me it sometimes takes a long time for Ford to research the defective material and/or workmanship.

Since this appears to me to be a defect in material and/or workmanship, I believe that Ford should stand behind their product and take immediate action to remedy the situation. Although the vehicle is a 2004 model, it has no other body damage which would reduce the trade-in value with the exception of this obvious crack. Since Ford has known about this problem for quite some time, I request that the repairs be made at the local dealer at no cost to me within the next 60 days.

I am sending a copy of this letter to my United States Senator and I request that you contact me and Senator Burr's office to advise when the necessary repairs will be made. You may reach me at [REDACTED]

Sincerely,

[REDACTED]

[REDACTED]  
Windsor, NC [REDACTED]

U.S. Senator Richard Burr  
217 Russell Senate Office Bldg  
Washington, DC 20510

United States Senate

WASHINGTON, DC 20510-3308

OFFICIAL BUSINESS

ROCKY MOUNT NC 278

25 MAY 2010 PM 21

U.S.S.

Rocky Mount  
Acting Deputy  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue S.E.  
West Building  
Washington, D.C. 20590

# NHTSA Complete Record Information



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**Ack Date:**

**Sign Office:** ADMINISTRATOR

**Cleared Date:**

**File Loc:**

**Added By:** BMILLINGS x65470

**Ack By:**

**Signature:** STRICKLAND

**Cleared By:**

**XREF File:**

**Modified By:**

BERNADETTE.MILLINGS

**Signed For:**

**Cleared For:**

**Closed Date:**

## COMPLETE CONTACT INFO:

The Honorable RICHARD BURR  
U.S. HOUSE OF REPRESENTATIVES

WASHINGTON, DC 20515

Tel: Fax: E-mail:

## COMPLETE COMMENT INFO:

### **Comment Details**

6/4/2010 07:49:16 AM

**Entered By:**

BERNADETTE.MILLINGS

**Comment By:** Bernadette Millings

### **Comment**

COPY PROVIDED TO S.KIRINICH

## COMPLETE ROUTING INFO:

| Assigned To | Task        | Asgn Date | Deadline  | Returned Date |
|-------------|-------------|-----------|-----------|---------------|
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| NOA-010     | INFORMATION | 6/4/2010  |           | 6/4/2010      |
| NOA02       | INFORMATION | 6/4/2010  |           | 6/4/2010      |

## COMPLETE ATTACHMENT INFO:

### **Description**

3942.tif

### **Added By**

BERNADETTE.MILLIN  
GS

### **Date & Time**

6/4/2010 07:49:41 AM

MC  
06/04/10  
DW

RICHARD BURR  
NORTH CAROLINA

## United States Senate

WASHINGTON, DC 20510-3308  
(202) 224-3154 FAX: (202) 228-2981

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<http://burr.senate.gov>

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