



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

ODI RESUME

Investigation: PE 04-045
Prompted By: IE04-039
Date opened: 06/02/2004
Principal investigator: Peter C. Ong
Subject: Rear liftgate glass assembly failure

Manufacturer: Ford Motor Company
Products: 2002 Ford Explorer and Mercury Mountaineer vehicles
Population: 570,630

Problem Description: The rear liftgate glass assembly may fail while being operated

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	49	0	49
Crashes/Fires:	0	0	0
Injury Incidents:	25	0	25
# Injuries:	28	0	28
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other*:	0	0	0

*Description Of Other:

Action: This Preliminary Evaluation has been opened

Engineer: Peter C. Ong *PCO*

Date: 06/02/2004

Div. Chief: Thomas Z. Cooper

Date: 06/02/2004

Office Dir.: Kathleen C. DeMeter

Date: 06/02/2004

Summary: ODI has received 49 consumer complaints alleging the rear liftgate glass assembly failed while being operated. The alleged injuries occurred when either the opened liftgate glass assembly suddenly falls down on top of owners' heads or when the liftgate glass shatters and the pieces of glass cuts the owners face, arms and leg areas.

Shortly after introducing the MY 2002 Explorer for sale, Ford issued a special service instruction (SSI 01I-010) in April of 2001 to correct a liftgate lift cylinder mount issue in 56,000 vehicles built from 2/5/2001 to 3/30/2001. All vehicles built after that period were to have an improved lift cylinder mounting design. However, 16 of the 21 known build dates (for the 49 complaints) were dates after the April 2001 period.

6/2/04
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