



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

# ODI RESUME

Investigation: RQ08-003  
Date Opened: 06/23/2008 Date Closed: 10/24/2008  
Principal Investigator: Lawrence Hershman  
Subject: Rear Liftgate Glass Hatch Failure

Manufacturer: Ford Motor Company  
Products: 2004 Ford Explorer and Mercury Mountaineer  
Population: Confidential

Problem Description: The rear liftgate glass hatch may separate, fall and shatter.

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	43	244	287
Crashes/Fires:	0	0	0
Injury Incidents:	10	16	26
# Injuries:	10	18	28
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other:	0	1543	1543

Description of Other: Warranty Claims

Action: This Recall Query has been closed.

Engineer: Lawrence L. Hershman LH  
Div. Chief: Thomas Z. Cooper  
Office Dir.: Kathleen C. DeMeter

Date: 10/24/2008  
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### Summary:

This investigation was opened on June 23, 2008, based on 34 complaints involving eight injuries in which the rear liftgate glass hatch on Model Year 2004 Ford Explorers or Mercury Mountaineers broke off and fell, usually while individuals were operating the glass hatch or loading or unloading items from the rear of the vehicle. Ford conducted Recall 04V-442 in 2004 to address similar problems on Model Year 2002 and certain Model Year 2003 Ford Explorers and Mercury Mountaineers.

The information Ford provided in response to ODI's information request letter indicated that failures with 2004 vehicles were primarily liftgate glass hatch hinge failures related to corrosion at the hinge pin, whereas the failures that prompted the recall with the earlier models were primarily related to problems with the glass hatch's struts or fracture of a prior hinge design at the boss/bolt connection at the glass.

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ODI's review of Ford's warranty, complaint, and injury data for the 2004 vehicles indicates that these rates are significantly lower than those for the recalled population. A potential defect trend has not been identified at this time. ODI will continue to monitor complaints and take appropriate action as necessary. This investigation is closed.