



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

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

Manufacturer: Ford Motor Company
Products: 2004 Ford Explorer and Mercury Mountaineer
Population: 350,000 (estimated)

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

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	34		
Crashes/Fires:	0		
Injury Incidents:	8		
# Injuries:	8		
Fatality Incidents:	0		
# Fatalities:	0		
Other:	0		

Description of Other:

Action: Open a Recall Query.

Engineer: Lawrence L. Hershman L H

Date: 06/23/2008

Div. Chief: Thomas Z. Cooper

Date: 06/23/2008

Office Dir.: Kathleen C. DeMeter

Date: 06/23/2008

Summary:

ODI has received 34 complaints of failure of the rear liftgate glass hatch hinges. One or both of the liftgate glass hatch hinges may fracture or otherwise fail allowing the glass to fall and possibly break. The glass hatch weighs about 35 pounds. If one or both hinges fail, the glass hatch may unexpectedly fall and hit a person or the glass may break.

In Recall 04V442, Ford replaced strut mounting brackets and hinges on Model Years 2002-2003 Explorers because the rear liftgate glass strut could disengage or the glass hinge could fracture. In either case, the glass hatch could fall and possibly break.

NHTSA has also received EWR data on this issue.