



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 11-016
Date Opened: 04/27/2011
Investigator: Peter Ong
Approver: Frank Borris
Subject: Liftgate Window Glass Breakage
Reviewer: Scott Yon

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: FORD MOTOR COMPANY
Products: 2010-2011 Ford Escape and Mercury Mariner
Population: 200,000 (Estimated)
Problem Description: The complaints alleged that the liftgate glass shattered spontaneously, while opening the liftgate or while closing the liftgate.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	18	TBD	TBD
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	3	TBD	TBD
Number of Injuries:	4	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Other*:	0	TBD	TBD

*Description of Other:

ACTION / SUMMARY INFORMATION

Action: Open this Preliminary Evaluation (PE)

Summary:

ODI has received eighteen consumer complaints concerning liftgate window glass breakage on 2010-2011 Ford Escape and Mercury Mariner vehicles. The complaints alleged that the liftgate window glass shattered spontaneously, while opening the liftgate or while closing the liftgate. In one alleged injury incident, the complainant and her 10 year old son were cut by glass fragments. Many of the incidents occurred during cooler temperature operation.

Ford issued TSB 10-22-10 dated November 22, 2010 titled "Broken Liftgate Window Glass - Built on or before 10/15/2010" for the subject vehicles. The "Issue" section of the TSB states "Some 2010-2011 Escape and Mariner vehicles built on or before 10/15/2010 may experience the liftgate window glass breakage, typically when colder ambient temperature are present."

This PE investigation is opened to ascertain the extent of the issue.