



International Carwash Association
Serving the Professional Car Care Industry

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2002 Ford Explorer and Mercury Mountaineer Rear Lift Gate Strut Mounting Brackets

The rear window lift gate strut mounting brackets on various 2002 Ford Explorers and Mercury Mountaineers might fail and allow the lift gate to drop unexpectedly when opened and strike a person or break the glass, creating the potential for cuts or bruises.

Ford Motor Company dealers will replace both the strut mounting brackets and both hinges on the lift gate glass at no charge. The new design parts were available in November 2004 and are covered under safety recall 04S20. The time required for this repair is less than 30 minutes.

If the rear lift gate failure should occur in your car wash, let the vehicle owner know that he/she can access repair information by visiting WWW.Genuinefordservice.com.

If the car wash or vehicle owner has already paid for this repair, Ford Motor Company may refund the repair cost. Refund requests, including all required documentation, may be mailed to Ford at P.O. Box 6251, Dearborn, MI 48121-6251. Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

If you have a problem obtaining reimbursement from Ford Motor Company, or would like to report another damage alert, please submit a Vehicle Damage Report so that the International Carwash Association can alert the entire car care community.