



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

20-JUL-2005

Repository ☐

Reference No.

10129449

OWNER INFORMATION (Type or Print)

Name

Address

City

HUDSONVILLE

State

MI

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 8/2/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FMZU72E82 [Redacted]

Make
FORD

Model
EXPLORER

Model Year
2002

Date Purchased
15-JUL-04

Dealer's Name and Telephone Number

Engine:
No. Cylinders 8

Fuel Type:
Gas

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☐ Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code
Q21800 SUSPENSION:FRONT:WHEEL BEARING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
21-JUN-2005

Failure Mileage
91000

Failure Speed
ALL

ALL WHEEL BEARINGS DEFECTIVE

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM18ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please provide in detail the location(s), failure(s), crash(es), and injury(es).)

Crash:

☐ Yes ☒ No

Fire:

☐ Yes ☒ No

Number of Persons Injured:

Number of Deaths:

Reported to Police:

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

DT: CONSUMER STATES VEHICLE HAS DEFECTIVE WHEEL BEARINGS, MAINLY IN THE REAR, BUT HE ALSO HAD TO REPLACE ONE FRONT, NOT SURE WHICH SIDE. THE VEHICLES WHEELS STARTED GRINDING AND THEY BECAME LOOSE ON THE AXLE. HE TOOK THE VEHICLE TO A LOCAL MECHANIC, WHO STATED THAT ALL OF THE WHEEL BEARINGS ON THIS PARTICULAR MODEL WERE GOING BAD. CONSUMER TRIED TO NOTIFY THE MANUFACTURER AND THEY WERE UNRESPONSIVE. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974, Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

[REDACTED]
Hudsonville, MI [REDACTED]
[REDACTED]

2 August, 2005

To Whom It May Concern,

Please see attached requested documents pertaining to my 2002 Ford Explorer.

After noticing a grinding sound and extremely bad handling on my Explorer, I took it to a local repair shop. I was informed that 3 out of 4 of my wheel bearings were all bad. They showed me the defective bearings and showed me how my back wheels were ready to fall off the vehicle. I was also told that they do "dozens of Fords a month" with bad wheel bearings. They believe, as I do, that Ford has a major problem with defective wheel bearings and refuses to recall and replace the defective bearings.

I would like to have Ford take care of my expenses in this matter. I would also encourage the National Highway Traffic Safety Administration and the Better Business Bureau to help protect the public from this hazardous defect. There recently was a death in Grand Rapids Michigan of a motorcyclist who had hit a Ford Taurus which had just lost a wheel.

Please take my complaint very seriously. I will not let this happen to me or others.

Sincerely,

[REDACTED]

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).