

Ford Motor Company
Customer Assistance Center
16800 Executive Plaza Drive
Dearborn, MI 48121

2006 JUN 12 AM 9:17

[REDACTED]
Crestview, FL
25 May 2006

1016004190

Dear Sirs:

I own a 2001 Ford F-150 Lariat Truck, Vin # 2FTRX17L1 [REDACTED] I purchased this truck new 17 October 2000. The truck had 91836.0 miles on it last week when the rear end had to be rebuilt. It has been a good truck with only minor routine maintenance required.

A few days ago, I started hearing a whining noise coming from the rear of the truck. I took it to the shop where I have my maintenance performed on my vehicles. The mechanic told me the noise was coming from the rear end. He said he thought it sounded like the carrier bearings were making the noise. He told me his shop didn't do rear end work and to take the truck to the transmission shop.

The next day I took the truck to the transmission shop. The mechanic tore the rear end apart and found the pinion bearings, carrier bearings, and the races for both were pitted and in bad shape. The local Ford dealers and the parts houses did not have any of the parts so he ordered the parts from the Ford dealer in Mobile, AL.

After talking to the mechanic that worked on my vehicle, another mechanic who works for a local wrecker service, and others, I have found out this is a persistent problem Ford is having with its trucks. Either the bearings are being made out of a cheap material or the gears are bad or where they sit are not set up correctly. My boss, for example, had the pinion and carrier bearings and eventually the complete rear end replaced while his new Ford truck was still under warranty. Now Ford needs to step up and inform the public and repair the truck rear ends. Owners who have already had to make repairs should be reimbursed for their repair costs in full.

These bad Ford rear ends are a SAFETY HAZARD. If the rear end goes out on the road the loss of control could kill two or more families when it happens, e.g. during passing another vehicle on a two-lane road; crossing a multi-lane highway; accelerating onto a major highway and numerous other real life scenarios.

I have purchased several Ford vehicles since 1974 when I purchased my first vehicle, a Ford Pinto Station Wagon. Ford has always stood behind their vehicles in the past and corrected their problems. Therefore, I feel they will correct this problem. Since Ford knows that there is an on going problem with the rear ends, I feel Ford should reimburse me for the total cost, \$548.08, for the repairs required on my Ford truck rear end.

Because of the possible safety hazard, I am sending a courteous copy, as instructed in my Ford F-150 Owner's Guide, to the NHTSA.

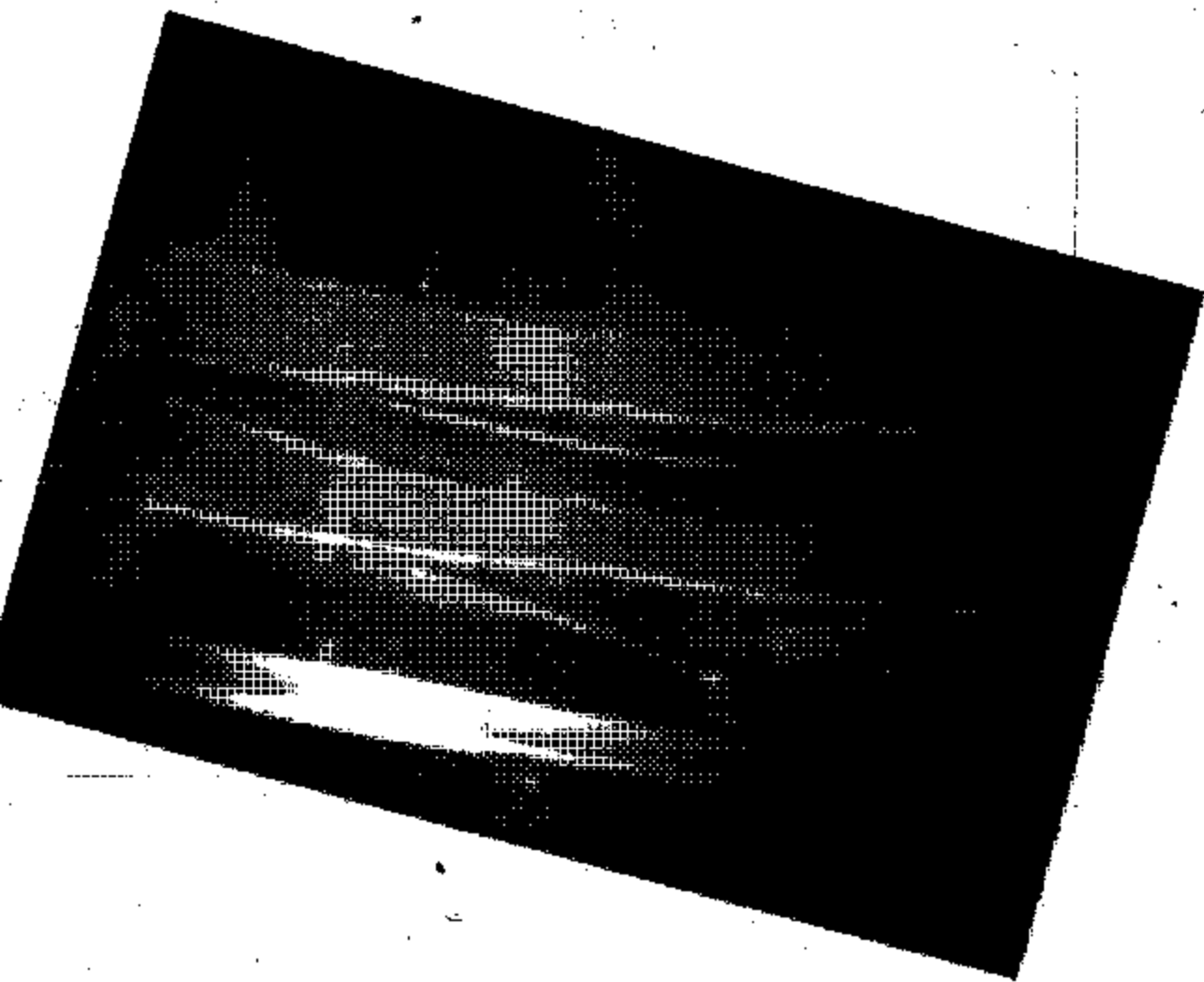
Sincerely,
[REDACTED]

cc: NHTSA

NAR
a at
6/12/06

Through a glass windshield you
can see how the dashboard has popped
away from its metal base on the
driver's side both at the front edge
and just to the rear. On the left
is the white line of the passenger air bag.





This view is of the passenger side.
Note the white line of the air bag
below the curved dashboard and how
it has pulled away from its glued
metal base in front of and behind
the window vent.



While seated in the drivers seat
you cannot see the back of the car
over the curled dashboard. You
can't even see the windshield
wipers.

Even from the backseat, one
cannot see the hood or the wind-
shield wiper blades.

