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March 17, 2007

Mr. Alan Mulally
President & Chief Executive Officer
Ford Motor Company
PO Box 685
Dearborn, MI 48126-0685

To Mr. Mulally,

I own a 2002 Ford Explorer with 89,900 miles. On Friday, March 2, 2007, I was involved in an accident. The vehicle in front of me stopped abruptly and I hit this vehicle in the rear bumper area. The damage I sustained to my vehicle was to the front bumper and grill area.

After the accident, I began to drive my vehicle home and heard a noise coming from the rear. It was a very loud noise that I did not hear prior to the accident. I brought my vehicle into a Ford Repair Facility to get an estimate of repair for both the body and mechanical work. I was told by Ford that the rear wheel bearings needed repair. I asked the Ford repair representatives if this could be related to the accident. The representative stated that the wheel bearings failed due to wear. I personally disagreed with this assessment since I did not hear any noise prior to the accident.

Subsequently, I looked up some information on the internet related to wheel bearings. I was surprised to find that the wheel bearings should last the life of the vehicle and that numerous people encountered the same problem. No warning sign or noise prior to the wheel bearing failure. Also, in some cases, the failed wheel bearings caused damage to the brake and emergency braking system which can cause the vehicle to lose control.

In reading internet correspondence from others, it is apparent that the wheel bearing issue is out there and has not been addressed by Ford in a manner which is safe for the public. I have attached copies of samples that I have found supporting this conclusion.

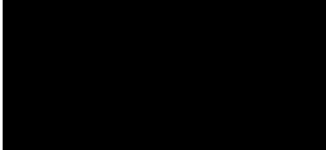
In closing, it is apparent that Ford recognizes a problem with the wheel bearings on these specific Ford vehicles. What I don't understand is why there isn't a safety recall for this specific condition. The reason being is that there is no warning sign of failure for the wheel bearings until you hear that loud noise and if they are in real bad condition your wheels can come right off your vehicle. In my case, it actually took my getting into an accident to set off this noise which makes me believe that something failed as I was driving and caused this. Fortunately, I was alone and safe and so was the driver of the

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other car. Right now, I have paid \$612 for rear wheel bearing replacements, in conjunction with a \$500 deductible and raised car insurance rates when I had a clean driving record prior. Learning what has gone on with this issue, I do not even feel safe riding in a Ford truck for myself and my family.

Based on the above as well as the experiences of others, I hope that the Ford hierarchy and the monitoring governing agency take necessary action for the safety of all drivers and their families.

Sincerely



Cc:

✓ NHTSA Headquarters
400 Seventh Street, SW
Washington DC, 20590

Complaints Summary

Make: FORD
Model: EXPLORER
Year: 2002
Complaint Number: 10157643

Summary:

IN FEB OF 2006 WITH 65,995 MILES ON MY CAR I HEARD A WHIRRING/GRINDING NOISE FROM THE PASSENGER SIDE WHILE DRIVING. I MADE AN APPOINTMENT WITH MY MECHANIC FOR LATER IN THE WEEK (~4 DAYS) TO HAVE THE NOISE LOOKED INTO. 1 DAY PRIOR TO TAKING MY CAR TO THE MECHANIC THE NOISE GOT MUCH WORSE AND I TOOK IT IN IMMEDIATELY. I WAS TOLD THAT THE RIGHT REAR WHEEL BEARING EXPLODED AND DAMAGED THE BRAKE AND EMERGENCY BRAKING SYSTEM. I HAD THIS REPAIRED AND CHALKED IT UP TO BAD MICHIGAN ROADS. IN MAY OF 2006 THE LEFT REAR WHEEL BEARING ALSO ERODED/WORE OUT AND NEEDED TO BE REPLACED (ONLY 68,368 MILES AT THE TIME). THE WAREHOUSE/RETAIL OUTLET WHERE MY MECHANICS PURCHASED THE REPLACEMENT WHEEL BEARINGS TOLD ME THE PERSON WORKING THE COUNTER COMMENTED ON HOW MANY REQUESTS FORD HAS HAD FOR WHEEL BEARINGS AS OF RECENT. MY MECHANICS (AS WELL AS FRIENDS AND FAMILY) TOLD ME I SHOULD CONTACT FORD AS WELL AS NHTSA WITH THIS INFORMATION SINCE THE COMPONENT FAILURE EFFECTED THE EMERGENCY BRAKING SYSTEM. I AM FOLLOWING THROUGH ON THAT REQUEST AND HAVE PLACED A LETTER IN THE MAIL TO FORD MOTOR COMPANY AND AM AWAITING THEIR REPLY. I WOULD APPRECIATE AN INDEPENDENT 3RD PARTY'S EVALUATION OF THIS SITUATION SINCE I HAVE BEEN TOLD BY MY MECHANIC AS WELL AS OTHERS THE AUTO REPAIR AND INDUSTRY THAT WHEEL BEARINGS SHOULD LAST THROUGHOUT THE LIFE OF THE AUTOMOBILE (OR AT LEAST TO 100,000 MILES. *JB

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Complaints Summary

Make: FORD
Model: EXPLORER
Year: 2002
Complaint Number: 10148962

Summary:

ON JANUARY 16, 2006 WHILE DRIVING ON THE HIGHWAY I NOTICED A SHAKING FEELING UNDER THE DRIVER'S SIDE FLOOR. THERE WAS ALSO LOUD NOISE. I SLOWED DOWN AND CONTINUED TO DRIVE. ON SATURDAY, JANUARY 21, 2006 I BROUGHT FORD EXPLORER 2002 TO A FORD DEALER FOR THEM TO DRIVE AND TAKE A LOOK. THE RESULT WAS VEHICLE ALL OVER THE ROAD, WAS UNSTABLE AND NEEDED ALL 4 WHEEL BEARINGS, UPPER REAR BALL JOINTS. REPLACED. NOT SAFE TO DRIVE FOR VERY LONG, MUST GO SLOW AND A \$3,000 APPROXIMATE COST TO REPAIR. I CONTACTED FORD TO COMPLAIN AND TO SEE IF THEY COULD HELP OUT BY REDUCING THE COST OF FIXING IT FOR FREE. THEIR RESPONSE WAS SORRY BUT THEY COULD NOT HELP. I CANNOT SEE HOW FORD CAN TELL ME THERE WAS NOTHING THEY COULD DO WHEN EVERY MECHANIC I HAVE SPOKEN TO SAID IT WAS UNHEARD FOR ALL 4 WHEEL BEARINGS TO GO AT THE SAME TIME, ESPECIALLY WITH ONLY 73,000 MILES ON THE TRUCK. I DRIVE MY 6 YEAR OLD SUN TO SCHOOL, LEFT TO FORD I'M SUPPOSED TO TAKE MY CHANCES WITH HIS SAFETY WHILE DRIVING ONE OF THEIR POORLY MADE VEHICLES. ALL THIS AFTER I HAD TO REPLACE THE TRANSMISSION IN OCTOBER WHEN THAN WENT WHILE I WAS ON VACATION IN NEW HAMPSHIRE.*AK

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Complaints Summary

Make: FORD
Model: EXPLORER
Year: 2002
Complaint Number: 757698

Summary:

THIS VEHICLE HAS BEEN IN THE SERVICE DEPARTMENT 3 TIMES SINCE SEPTEMBER 2001. THE STEERING COLUMN HAS BEEN REPLACED, THE WHEEL BEARINGS HAVE BEEN REPLACED (THIS WAS SUPPOSE TO ELIMINATE STEERING COLUMN RATTLE) AND THE LOWER CONTROL ARM HAS BEEN REPLACED. I STILL HEAR AND FEEL A METALLIC RATTLE COMING FROM THE STEERING COLUMN. IN MY REVIEW OF YOUR WEBSITE OTHER 2002 EXPLORER OWNERS ARE EXPERINCING THE SAME PROBLEM. I HAVE TALKED TO AT LEAST THREE OTHER OWNERS THAT HAVE THE SAME PROBLEM. MY DEALER HAS DONE EVERYTHING RECOMMENDED BY FORD, BUT NOTHING HAS SOLVED THE PROBLEM. FORD IS "WORKING ON IT". THEY HAVE BEEN WORKING ON IT SINCE SEPTEMBER 2001. MY SAFETY CONCERN IS THIS. IF SOMETHING IS LOOSE THAT IS CAUSING THIS NOISE IT HAS TO BE PROGRESSING. WHAT WILL HAPPEN AFTER MORE MILEAGE BUILDS ON THIS VEHICLE? WILL I BE DRIVING DOWN THE HIGHWAY ONE DAY AND LOSE CONTROL DUE TO STEERING FAILURE? THERE IS TO MUCH SMOKE HERE FOR THAT NOT TO BE FIRE SOONER OF LATER BY MY EXPLORER OR SOME OTHER OWNER. HOW LONG DOES IT TAKE FOR A COMPANY THE SIZE OF FORD TO SOLVE A PROBLEM?*AK

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Complaints Summary

Make: FORD
Model: EXPLORER
Year: 2002
Complaint Number: 10126443

Summary:

DT: CONTACT STATES THERE WAS A HUMMING NOISE COMING FROM THE VEHICLE. THE REAR PASSENGER WHEEL BEARING WAS BAD, THE SERVICE DEALER STATED THIS WAS A SAFETY CONCERN, AND TO BRING THE VEHICLE IN RIGHT AWAY. THE WHEEL BEARING HAS BEEN REPLACED. *AK

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Complaints Summary

Make: FORD
Model: EXPLORER
Year: 2002
Complaint Number: 10163001

Summary:

DT*: THE CONTACT STATED THE HUB BEARINGS ARE WEARING OUT LOCKING THE WHEEL UP CAUSING THE VEHICLE TO LOSE CONTROL ON THE ROAD. THE FRONT AND REAR WHEEL BEARINGS ARE BOTH WEARING OUT. THE DEALER DETERMINED THERE WAS NO WAY OF CHECKING THE HUB BEARINGS. BECAUSE HUB BEARINGS ARE SEALED, THEY CAN'T BE GREASED, OR SERVICED. THE CONTACT EXPRESSED THAT THE VEHICLE CAN'T BE SERVICE FOR THE HUB BEARINGS, THEREFORE THERE IS NO WAY TO DETERMINE WHEN THIS MIGHT HAPPEN AGAIN, AND CREATE A POTENTIALLY FATAL ACCIDENT.*AK

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Complaints Summary

Make: FORD
Model: EXPLORER
Year: 2002
Complaint Number: 10157247

Summary:

WHILE CHANGING THE TRANSMISSION FLUID AT THE FORD DEALER FOR MY 2002 FORD EXPLORER WITH 60,000 MILES, THE TECHNICIAN MENTIONED THAT THERE WAS A LOUD NOISE FROM MY REAR LEFT WHEEL, THE BEARING HAD TO BE REPLACED. DOING RESEARCH, I HAVE FOUND NUMEROUS OTHER 2002 FORD EXPLORER OWNERS WITH SIMILAR COMPLAINTS, THAT BEARINGS WERE GOING BAD WITH MILEAGE THAT IS BELOW THE NORMAL NEED FOR BEARING REPLACEMENT. IF YOU HEAR FROM OTHERS ON THIS PROBLEM, IT MAY BE TIME FOR A FACTORY RECALL. *NM

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Complaints Summary

Make: FORD
Model: EXPLORER
Year: 2002
Complaint Number: 10173096

Summary:

A WHINING SOUND COMES FROM THE FRONT END OF THE VEHICLE, UPON FIRST INSPECTION BY A MECHANIC A BAD TIRE WAS FOUND AND BLAMED ON THE NOISE. AS IT WAS BEARABLE AT HIGHWAY SPEEDS, WE IGNORED IT TRUSTING THE DIAGNOSIS. WE PLANNED ON PURCHASING TIRES SOON AND BELIEVED THE PROBLEM WOULD BE SOLVED. NEW TIRES WERE PURCHASED AND AN ALIGNMENT DONE AND THE SAME SOUND CAME FROM THE FRONT END MOST NOTICEABLY 45-65 MPH. NOW WE ARE TOLD IT IS A WHEEL BEARING AND THE COST FOR THE PARTS ALONE IS \$350.00 NOT TO MENTION THE \$55/HR. LABOR. WE ALREADY HAD THE REAR END REPLACED FOR NOISE AND NOW WE ARE TOLD THAT A DANGEROUS SITUATION INVOLVING ANOTHER PART OF THE DRIVETRAIN IS LOOMING. THIS IS UNACCEPTABLE AND I WOULD HOPE THAT FORD WOULD ACKNOWLEDGE THE PROBLEM THAT THE VEHICLES HAVE AND REMEDY IT. I HAVE HEARD OF THIS HAPPENING TO VEHICLES WITH FAR LESS THAN MY 65,000 MILES AND THESE PARTS WERE BUILT TO LAST A WHOLE LOT LONGER AS THEY WERE SUPPOSED TO BE SEALED AND MAINTENANCE-FREE, INSTEAD THEY FAIL TOO OFTEN AND COST A FORTUNE. I BELIEVE THIS WILL BE MY LAST FORD PRODUCT IF I DO NOT RECEIVE SOME SORT OF SATISFACTORY RESPONSE FROM FORD. *NM

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Complaints Summary

Make:	FORD
Model:	EXPLORER
Year:	2002
Complaint Number:	10184282
Summary:	REAR WHEEL BEARING FAILURE AT 80,000 MILES, BOTH REAR BEARINGS. *JB

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Complaints Summary

Make: FORD
Model: EXPLORER
Year: 2002
Complaint Number: 10178657

Summary:

2002 FORD EXPLORER TWO ISSUES 1/1/07 - GRINDING OF REAR WHEEL. 1/2/07 - O/D LIGHT STARTED FLASHING, WITHIN 7 MILES SERVICE ENGINE LIGHT CAME ON. CAR WOULD NOT ACCELERATE UNTIL LETTING OFF THE GAS. 1/2/07 - CALL AAA TO HAVE CAR TOWED TO LOCAL FORD DEALER. FORD QUOTED \$5,100 FOR REPAIRS. WE DENIED REPAIR AT FORD. DUE TO OUT OF POCKET EXPENSES WE HAD A LOCAL TRANSMISSION SHOP DO THE REPAIRS. WE DID NOT WANT TO GIVE FORD ANY MORE MONEY SINCE WE WERE TOLD BY SEVERAL REPAIR SHOPS THAT THIS IS A VERY COMMON PROBLEM WITH FORD EXPLORERS. THE LOCAL SHOP INDICATED THERE WERE TSBS PUBLISHED AND THEY HAD TO BUY SPECIAL EQUIPMENT FROM FORD TO FIX THE PROBLEMS. IF COMPANIES ARE BUYING SPECIAL TOOLS BECAUSE THE PROBLEM IS SO COMMON, ISN'T THERE A PROBLEM? WE ALSO INVESTIGATED MANY NUMEROUS WEBSITES TO READ ABOUT MANY COMPLAINTS REGARDING THE EXACT SAME PROBLEM. TO REPAIR THE CAR WE PURCHASED REAR WHEEL BEARINGS AND THE TRANSMISSION SHOP PURCHASED AN OVERHAUL TRANSMISSION KIT. THEY REPAIRED BOTH PROBLEMS FOR LESS THAN \$5,100. UNFORTUNATELY, A CO-WORKER HAD THE EXACT PROBLEM WITH HER CAR JUST LAST WEEK. SHE CAME TO WARN ME OF THE PROBLEM WITH HER CAR ONLY TO FIND OUT I PICKED MINE UP FROM THE SHOP THE SAME DAY! *NM

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Complaints Summary

Make: FORD
Model: EXPLORER
Year: 2002
Complaint Number: 10135739

Summary:

1. I NOTICED A HUMMING TYPE SOUND THAT WOULD INCREASE AS I SPED UP. I THOUGHT I HAD A WHEEL OUT OF ALIGNMENT, OR TIRE OFF BALANCE. I WAS DUE FOR MY 36,000 MILE MAINTENANCE CHECK, SO I TOOK IT TO THE DEALERSHIP TO HAVE EVERYTHING CHECKED OUT. THEY PERFORMED A \$400.00 MAINTENANCE PACKAGE TO MY VEHICLE ON MAY 4, 2004, OF WHICH I THOUGHT INCLUDED INSPECTING TIRES, WHEELS, ETC. THEY RETURNED MY VEHICLE TO ME AND AS I DROVE HOME, NOTICED THE HUMMING SOUND WAS STILL OCCURRING, BUT I JUST HAD EVERYTHING CHECKED, AND THOUGHT IT WAS JUST A NOISE THAT WAS NORMAL. 2. THE NOISE CONTINUED ON, GETTING WORSE (LOUDER) AND WAS BOTHERSOME, SO I TOOK IT TO A LOCAL MECHANIC FOR A SECOND OPINION. UPON REVIEW OF MY VEHICLE, HE SUGGESTED REPLACING THE RIGHT REAR WHEEL HUB ASSEMBLY AND BEARINGS. 3. ON JULY 3, 2004 THE RR HUB ASSEMBLY AND BEARINGS WERE REPLACED AT A COST OF \$360.52. THE PROBLEM WAS SOLVED. I DON'T BELIEVE THE OLD PART IS STILL AVAILABLE. BUT, AFTER SPEAKING WITH OTHER MECHANICS, I HAVE HEARD THIS HAS BEEN A PROBLEM WITH SEVERAL VEHICLES OF THIS TYPE AND WANTED TO LET SOMEONE KNOW I HAD A PROBLEM WITH THIS TOO.

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