

CL-10207125-9555

[REDACTED]
[REDACTED]
Mt. Pleasant, SC [REDACTED] 16 AM 11:14

October 10, 2007

To: US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigations
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

Center for Auto Safety
1825 Connecticut Avenue, NW
Suite 330
Washington, DC 20009-5708

South Carolina Department of Consumer Affairs
3600 Forest Drive, 3rd Floor
Columbia, SC 29250

RE: 2002 Ford Explorer - Broken Gear Shift Lever

Ladies and/or Gentlemen:

My husband and I own a 2002 Ford Explorer - VIN #1FMZU73W22Z [REDACTED]

In February of 2006, the gear shift lever broke off as my husband was putting the car in reverse to back into a busy parking lot. Fortunately the car remained in park. We were finally able to turn off the ignition, but could not get the key out. We had to have the car towed the next morning to the Ford dealership (Palmetto Ford in Mt. Pleasant, SC) and were told the entire steering column would have to be replaced. The car was no longer under warranty, and the dealer told us it would cost around [REDACTED] to repair. I called Ford Motor Co. to complain since it was an obvious design defect, and they said we would have to fix it at our cost. The broken part was replaced with part #4L2Z 3C529 DA at a cost to us of [REDACTED] (copy of invoice attached #1). I filed a complaint with the NHTSA (#10149710 - attachment #2), but never heard anything further.

On September 25, 2007, the same thing happened again. My husband was putting the car in reverse to back out of a parking space and the gear shift lever broke off again. We had the car towed once again to Palmetto Ford, and were told that (i) the part previously replaced was not under warranty, and (ii) that the part is on backorder until mid November, 2007. The total cost of fixing it this time, was estimated to be around [REDACTED] but we were told they will consider fixing it for what we paid in February of 2006.

MC
6/16/07
KJ

I called Ford Motor to register a complaint. I asked them if they would reimburse us for the cost and/or pay for a rental car since the part is on backorder, but they said no. The most they offered to do was to "expedite" the part - i.e., move us up on the waiting list. I called them again on 10/10/07 to confirm that this was still their response and they confirmed.

I have filed complaints with the NHTSA (#10204105 - attachment #3), the Center for Auto Safety (attachment #4), and the SC Department of Consumer Affairs (attachment #5). I've also attached copies of twenty-eight (28) complaints filed with the NHTSA Office of Defects Investigations since December of 2002 (attachment #6), regarding broken steering columns and/or shifters, at least two of which have resulted in accidents and/or injury.

In addition, I have further attached excerpts from forums on www.autoweb.com, www.explorerforum.com, www.edmunds.com, www.carcomplaints.com, and www.my3cents.com, regarding the same issue.

I believe Ford is very aware of the problem, and has, in fact, replaced the part at least once. The current part on backorder is part #5L2Z-3C529-A, where the previous part installed in our Explorer last February was part #4L2Z 3C529 DA.

I am absolutely furious that Ford refuses to fix what is obviously a design defect. We will be out of pocket in excess of [REDACTED] by the time the car is repaired. But my primary concern is the fact that this is a serious safety concern.

Please, please consider the above, review the attachments, and help me do something about this before more people get hurt or God forbid, someone is killed!

I can be reached by phone at [REDACTED] or via e-mail at [REDACTED] I look forward to hearing from you.

Thank you for your time and consideration.

Sincerely,

[REDACTED]

cc: Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

Palmetto Ford, Mt. Pleasant, SC
701 Johnnie Dodds Blvd.
Mt. Pleasant, SC 29464

Congressman Henry E. Brown, Jr.
5900 Core Avenue
Suite 401
North Charleston, SC 29406
w/ enclosures

**OFFICE OF DEFECTS INVESTIGATION (ODI)****Complaints - Search Results**

1 Records Displayed.



Report Date : October 10, 2007 at 01:37 PM

ODI Numbers Searched: 10149710

Make : FORD

Model : EXPLORER

Year : 2002

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10149710

Number of Deaths: 0

Date of Failure: February 7, 2008

VIN : 1FMZU73W22Z...

Component: STEERING:COLUMN

Summary:

VEHICLE WAS PARKED IN A PARKING LOT. WENT TO PLACE THE CAR IN REVERSE TO BACK OUT OF THE PARKING SPACE AND THE SHIFTER BROKE OFF. FORTUNATELY THE CAR WAS STILL IN PARK, BUT WOULD HAVE BEEN DISASTEROUS IF THE CAR HAD GONE INTO REVERSE. WE WERE FINALLY ABLE TO TURN OFF THE IGNITION, BUT COULD NOT GET THE KEY OUT. HAD TO LOCK THE CAR AND LEAVE IT UNTIL THE NEXT MORNING WHEN THE FORD DEALERSHIP OPENED. TOWED THE CAR TO THE DEALERSHIP AND WERE TOLD THE ENTIRE STEERING COLUMN WOULD HAVE TO BE REPLACED AT A COST OF \$861. I ASKED THEM TO CONTACT FORD AS IT WAS OBVIOUSLY A VEHICLE DEFECT. THEY RESPONDED THAT I WOULD NEED TO CALL FORD MYSELF. SPOKE WITH A REP. OF FORD, AND THEY CALLED THE LOCAL SERVICE MANAGER, THEN TOLD ME THERE WAS NOTHING THAT THEY COULD DO. THE PROBLEM WAS OURS TO FIX AT OUR COST. *JB

**OFFICE OF DEFECTS INVESTIGATION (ODI)****Complaints - Search Results**

1 Records Displayed.

#3

Report Date : October 10, 2007 at 01:38 PM

ODI Numbers Searched: 10204105

Make : FORD

Model : EXPLORER

Year : 2002

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10204105

Number of Deaths: 0

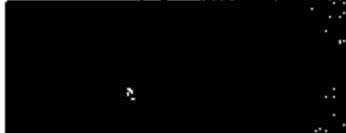
Date of Failure: September 25, 2007

VIN : 1FMZU73W22Z...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Summary:

2002 FORD EXPLORER. VEHICLE PARKED - WENT TO PUT IN GEAR AND SHIFTER BROKE OFF IN STEERING COLUMN. THIS IS THE 2ND TIME THIS HAS HAPPENED IN LESS THAN 2 YEARS! *JB


over for
safety

#4

Here is a list of complaints that meet your search criteria

There are 1 records from your selection

[New Search](#)

Make	Model	Year	Date Received	Submitted by	State
Ford	Explorer	2002	04-Oct-07		South Carolina

The State of South Carolina
SOUTH CAROLINA DEPARTMENT OF CONSUMER AFFAIRS
CONSUMER COMPLAINT FORM

October 10, 2007

#5

Hello Mrs. [REDACTED]

You have successfully completed a complaint form. Please print this page for your records. You will also receive a confirmation email with the responses listed below.

Your Information

Address [REDACTED]
City **Mt. Pleasant**
County **Charleston**
State **South Carolina**
Country **United States**
Zip Code [REDACTED]
Contact Number [REDACTED]
Work Number [REDACTED]
Email Address [REDACTED]
Age Group **35-49**

Business Information

Person you dealt with
Name of Business **Ford Motor Company**
Business Address **Palmetto Ford**
701 Johnnie Dodds Blvd.
Business City **Mt. Pleasant**
Business County **Charleston**
Business State **South Carolina**
Business Country **United States**
Business Zip Code **29464**
Business Contact Phone
Business Email Address
Business Web Address

Have you contacted the business regarding your complaint **yes**
If yes, have you received a written reply from the business concerning your complaint **no**

Have you filed a complaint with any other consumer protection agency **yes**
If you have filed with another agency, what is there address
**National Highway Traffic
Safety Admin.
888-327-4236
Office of Defects
Investigations
1200 New Jersey Avenue
SE
West Building
Washington, DC 20590**

Have you filed a complaint with the Better Business Bureau **no**
If you have filed with the Better Business Bureau, what is there address

Have you taken this matter to court or hired a lawyer to represent you. **no**
If you have legal representation, what is there address

What is your chief complaint, and do you have supporting documents? **yes**
If you answered "yes" to the above question, you must submit two copies of each supporting document within five (5) weekdays after electronically filing your complaint. We may not be able to process your complaint until your supporting documents, if any, have been received.
What is your chief complaint

While backing out of a parking space in February of 2006, the gear shift lever BROKE OFF in my husband's hand. Fortunately the car was still in park, but we could not get the key out of the car. We had the car towed to Palmetto Ford in Mt. Pleasant. The car was not under warranty, so it cost us [REDACTED] to fix. I filed a complaint with the NHTSA.

As my husband was backing out of a parking space, it broke off AGAIN on September 26, 2007. We had the car towed again to Palmetto Ford, and were told that (I) the part was no longer under warranty and therefore it would have to be fixed at our expense, and (II) THE PART IS ON BACKORDER UNTIL MID NOVEMBER, 2007. I called Ford Motor Co. They refused to reimburse for the part, nor would they (or Palmetto Ford) pay for a rental car until the part arrives. They offered only to try to expedite delivery on the part (i.e., bump us up on the waiting list). I filed a complaint with Ford, again with the NHTSA, and the Center for Auto Safety. I called Ford Motor Co. again on 10/10/07 to confirm AGAIN that my complaint has been lodged and that they still refuse to reimburse us for the part or the rental car, and they confirmed that is still the case.

I have found numerous complaints on the Internet regarding this same issue. It appears to be a design and/or part defect (which explains why the part is on backorder). Ford needs to be responsible for this obvious design and/or manufacturing defect.

In your opinion, what would be a fair resolution to your complaint

1. I would like an investigation into this defect - am very much concerned that someone will get hurt. If this is, as we suspect, a parts defect, there should be a recall.
2. We would like to be reimbursed for the cost of replacement of this part - both in 2006 and again in 2007, but at the very least for the cost of the 2nd replacement (estimated to be around [REDACTED] - but Palmetto Ford has mentioned doing the repairs for what we paid before - [REDACTED], as well as the cost of the rental car.

Return to the [South Carolina Consumer Home Page](#)

A confirmation email will be sent to your email address. It will contain your responses given above. You can also PRINT the filled out complaint form. Please retain either copy for your records. Once you Reset (clear), or Submit (enter) or Leave this page, you will not be able to retrieve your information.

By submitting this form, you certify that the above statements are true and accurate to the best of your knowledge. This information will be forwarded to the business(es) involved.

NOTE: THE SOUTH CAROLINA FREEDOM OF INFORMATION ACT MAY REQUIRE THE DEPARTMENT OF CONSUMER AFFAIRS TO RELEASE A COPY OF YOUR COMPLAINT AS A MATTER OF PUBLIC RECORD.

2002 Ford Explorer - Complaints filed with the NHTSA ODI Regarding Broken Steering
Column/Shifter

#6

	Date:	ODI ID Number:
1	12/18/02	10104334
2	4/14/04	10067188
3	9/15/04	10097337
4	12/23/04	10104605
5	12/28/04	10104635
6	1/10/05	10107138
7	4/8/05	10125133
8	4/11/05	10137472
9	5/1/05	10122630
10	5/31/05	10123876
11	6/11/05	10159845
12	12/28/05	10146507
13	2/7/06	10149710
14	2/14/06	10150398
15	2/14/06	10162398
16	3/4/06	10152208
17	5/18/06	10158201
18	6/7/06	10159224
19	7/30/06	10164941
20	10/16/06	10173036
21	11/22/06	10174360
22	1/20/07	10180773
23	1/26/07	10181941
24	5/4/07	10190415
25	6/11/07	10193054
26	6/25/07	10195252
27	9/7/07	10203501
28	9/25/07	10204105



Office of Defects Investigation

111

Complaints

Defect Investigations

Recalls

Service Bulletins

Navigate: ODI Home » Complaints » Search » Results List

Help

Complaints

- » Search
- » File a Complaint

Defect Investigations

- » Search

Safety Recalls

- » Search

Service Bulletins

- » Search

Downloads

Foreign Campaigns

- » Search

EWR Information

- » Account Management
- » Equipment Manufacturer
- » Low Volume Manufacturer

Sitemap

Contact

1-888-327-4236

TTY

1-800-424-9153

Search Results

Report Date : September 26, 2007 at 02:22 PM

SEARCH TYPE : VEHICLE

YEAR : 2002

Make : FORD

Model : EXPLORER

New Search

Print Version

Results : 13 | All records displayed

Make : FORD

Model : EXPLORER Year : 2002

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries:

ODI ID Number : 10104605

Date of Failure: December 23, 2004

VIN : 1FMZU63E02Z...

Number of Deaths:

Component: STEERING: COLUMN

Summary:

WHEN SHIFTING FROM DRIVE TO PARK COLUMN SHIFT LEVER WOULD GET STUCK. UPON A STALLING, WHEN SHIFTING FROM DRIVE INTO PARK TO RESTART THE CAR, COLUMN SHIFT LEVER BROKE OFF RESULTING IN BEING UNABLE USE THE VEHICLE WHILE IN A PARKING LOT AT NIGHT WITH SMALL CHILDREN IN THE CAR. VEHICLE TOWED TO DEALER, WHERE WE WERE TOLD THE WHOLE STEERING COLUMN NEEDED TO BE REPLACED AT AN ESTIMATE OF \$747.00 FOR A THREE YEAR OLD VEHICLE.*AK

Document Search

☐ Check to Request Research. Submit below.

Make : FORD

Model : EXPLORER Year : 2002

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries:

0

ODI ID Number : 10159845

Date of Failure: June 11, 2005

Number of Deaths:

0

VIN : 1FMZU73E22U...

Component: STEERING: COLUMN

Summary:

DT*: THE CONTACT STATED THE GEAR SHIFT DETACHED FROM THE COLUMN WHILE TRYING TO PUT THE VEHICLE IN DRIVE. THERE WERE NO WARNING INDICATORS PRIOR TO THE PROBLEM. THE VEHICLE WAS TOWED TO THE DEALER WHO REPLACED THE ENTIRE STEERING COLUMN. THE MANUFACTURER WAS ALSO ALERTED OF THE PROBLEM. AFTER THE STEERING COLUMN WAS REPLACED THE KEY WOULD NOT FIT IN THE IGNITION PROPERLY AND THE VEHICLE HAS BEEN RETURNED TO THE DEALER FOR INSPECTION TODAY.

[Document Search](#)☐ Check to Request Research. Submit below.**Make :** FORD**Model :** EXPLORER**Year :** 2002**Manufacturer :** FORD MOTOR COMPANY**Crash :** No**Fire :** No**Number of Injuries:**
0**ODI ID Number :** 10152208**Number of Deaths:** 0**Date of Failure:** March 4, 2006**VIN :** 1FMZU63E92Z...**Component:** STEERING: COLUMN**Summary:**

DT*: THE CONTACT STATED WHILE THE VEHICLE WAS PARKED THE CONTACT ATTEMPTED TO PUT THE VEHICLE SHIFTER INTO THE DRIVE POSITION HOWEVER, THE STEERING COLUMN COMPLETELY FELL APART. THE VEHICLE WAS DRIVEN HOME AND THEN TO AN INDEPENDENT REPAIR SHOP AND REPAIRS HAVE BEEN MADE.

[Document Search](#)☐ Check to Request Research. Submit below.**Make :** FORD**Model :** EXPLORER**Year :** 2002**Manufacturer :** FORD MOTOR COMPANY**Crash :** No**Fire :** No**Number of Injuries:**
0**ODI ID Number :** 10195252**Number of Deaths:** 0**Date of Failure:** June 25, 2007**VIN :** 1FMDU74W22Z...**Component:** STEERING: COLUMN**Summary:**

GEAR SHIFT BROKE WHILE ENGINE WAS RUNNING AND VEHICLE WAS IN PARK. KEY COULD NOT BE REMOVED. COULD THIS OCCUR WHILE VEHICLE IS MOVING? REPLACEMENT OF ENTIRE GEAR SHIFT WAS REQUIRED. OLD GEAR SHIFT ASSEMBLY HAS BEEN KEPT FOR FUTURE REFERENCE. *AK

[Document Search](#)☐ Check to Request Research. Submit below.**Make :** FORD**Model :** EXPLORER**Year :** 2002

Manufacturer : FORD MOTOR COMPANY**Crash :** No**Fire :** No**Number of Injuries:**
0**ODI ID Number :** 10149710**Number of Deaths:**
0**Date of Failure:** February 7, 2006**VIN :** 1FMZU73W22Z... ***Component:** STEERING: COLUMN**Summary:**

VEHICLE WAS PARKED IN A PARKING LOT. WENT TO PLACE THE CAR IN REVERSE TO BACK OUT OF THE PARKING SPACE AND THE SHIFTER BROKE OFF. FORTUNATELY THE CAR WAS STILL IN PARK, BUT WOULD HAVE BEEN DISASTEROUS IF THE CAR HAD GONE INTO REVERSE. WE WERE FINALLY ABLE TO TURN OFF THE IGNITION, BUT COULD NOT GET THE KEY OUT. HAD TO LOCK THE CAR AND LEAVE IT UNTIL THE NEXT MORNING WHEN THE FORD DEALERSHIP OPENED. TOWED THE CAR TO THE DEALERSHIP AND WERE TOLD THE ENTIRE STEERING COLUMN WOULD HAVE TO BE REPLACED AT A COST OF \$961. I ASKED THEM TO CONTACT FORD AS IT WAS OBVIOUSLY A VEHICLE DEFECT. THEY RESPONDED THAT I WOULD NEED TO CALL FORD MYSELF. SPOKE WITH A REP. OF FORD, AND THEY CALLED THE LOCAL SERVICE MANAGER, THEN TOLD ME THERE WAS NOTHING THAT THEY COULD DO. THE PROBLEM WAS OURS TO FIX AT OUR COST. *JB

[Document Search](#)☐ Check to Request Research. Submit below.**Make :** FORD**Model :** EXPLORER**Year :** 2002**Manufacturer :** FORD MOTOR COMPANY**Crash :** No**Fire :** No**Number of Injuries:**
0**ODI ID Number :** 10162398**Number of Deaths:** 0**Date of Failure:** February 14, 2006 ***VIN :** 1FMZU73E92Z...**Component:** STEERING: COLUMN**Summary:**

STEERING COLUMN JAMMED TWICE. FIRST TIME UNDER THE WARRANTY, THEN 1 YEAR LATER NOT COVERED BY WARRANTY. FATHER HAS SAME VEHICLE MAKE AND MODEL YEAR, HE HAD TWO PUT IN HIS ALSO. REAR END WENT. HAD TO REPLACE TWO AXLES ALREADY. *JB

[Document Search](#)☐ Check to Request Research. Submit below.**Make :** FORD**Model :** EXPLORER**Year :** 2002**Manufacturer :** FORD MOTOR COMPANY**Crash :** No**Fire :** No**Number of Injuries:**
0**ODI ID Number :** 10193054 ***Number of Deaths:**
0**Date of Failure:** June 11, 2007

VIN : 1FMDU74E82U...

Component: STEERING: COLUMN

Summary:

MY WIFE WAS GOING TO WORK ON 6/12/07 WHEN SHE ARRIVED IN THE PARKING LOT. SHE WENT TO PUT THE VEHICLE INTO PARK WHEN THE COLUMN SHIFTER BROKE OFF IN HER HANDS. SHE WAS NOT ABLE TO TAKE THE KEY OUT OF THE IGNITION. I DISMANTLED THE STEERING COLUMN AND FOUND THAT A METAL PIECE HAD SHEERED OFF THAT ATTACHES THE SHIFT LEVER TO THE UPPER STEERING COLUMN. THIS PIECE OF METAL IS MADE OUT OF POT METAL AND IS OF A POOR QUALITY DESIGN. THE TRUCK IS SITTING IN MY DRIVEWAY AS WE DO NOT HAVE \$500 TO BUY ANOTHER STEERING COLUMN. THIS POSES A SAFETY RISK IN THE FACT THAT A PARENT COULD GET STRANDED WITH KIDS AND COULD PUT THEM IN DANGER BY NOT ALLOWING THE KEY TO BE REMOVED.

☐ Check to Request Research. Submit below.

Make : FORD

Model : EXPLORER Year : 2002

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries:
1

ODI ID Number : 10137472

Number of Deaths:
0

Date of Failure: April 11, 2005

VIN : 1FMDU73E82Z...

Component: STEERING: COLUMN

Summary:

BEGAN BACKING OUT OF GARAGE BUT NOTICED "DOOR AJAR" LIGHT ON; A FREQUENT OCCURRENCE IN THIS CAR, AND LIGHT DOESN'T INDICATE WHICH DOOR IS THE PROBLEM. SO, FINISHED BACKING CAR OUT OF GARAGE AND PARKED IT IN DRIVEWAY, PLACING CAR IN PARK AND APPLYING EMERGENCY BRAKE. LEFT CAR RUNNING. EXITED CAR, LEFT DRIVER DOOR OPEN, AND HAD SOME TIME TO STAND, TURN AROUND AND LOOK AT BACK DOOR BEHIND DRIVER'S SIDE FIRST. DETERMINED IT WAS CLOSED BY VISUAL CHECK. BEGAN TO MOVE TOWARD REAR OF CAR TO CHECK HATCH NEXT (HATCH PROBLEMATIC; HAD IT FIXED AFTER BOUGHT THE CAR THEN IT WAS JUST RECENTLY RECALLED AGAIN. BUT MUCH TO MY SHOCK THE CAR SLIPPED OUT OF PARK AND RAN OVER ME. TRIED TO DIVE OUT OF WAY; CAR RAN OVER ME AT BOTH KNEES. SUFFERED CRUSH INJURY. HAD CAR EXAMINED; FORENSIC SPECIALIST THOUGHT IT WAS A DESIGN FLAW WITH LOTS OF GAP IN STEERING COLUMN BETWEEN REVERSE AND PARK AND SOME PLAY IN WHERE IT WOULD GROOVE IN. *JB *NM

☐ Check to Request Research. Submit below.

Make : FORD

Model : EXPLORER Year : 2002

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries:
0

Number of Deaths:

ODI ID Number : 10180773

0

Date of Failure: January 20, 2007

VIN : 1FMZU75E92Z...

Component: STEERING: COLUMN

Summary:

THE MIDDLE PANEL UNDER THE GLASS IN THE BACK OF THE CAR HAS CRACKED. I SUSPECT IT WAS DUE TO COLD WEATHER. I HAVE SINCE SEEN OTHER EXPLORERS WITH THIS PROBLEM AND NOTICE THAT THERE ARE A LOT OF COMPLAINTS ONLINE ABOUT THIS. IN ADDITION, THIS PAST SUMMER MY SHIFTER SNAPPED OFF THE BARREL. I HAD 4 KIDS IN THE CAR AT THE TIME. FORD RESPONDED BY TELLING ME THAT I HAD 75K MILES AND NO WARRANTY AND I DIDN'T TYPICALLY GET MY CAR SERVICED THERE SO THEY WEREN'T GOING TO BE WILLING TO "WORK WITH ME" TO GET IT RESOLVED. WHEN I TOLD HIM I HAD MY 'REGULAR' MECHANIC LOOK AT IT HE SAID THAT THE LABOR RATE WAS PROBABLY CHEAPER WITH HIM THAN AT FORD. WELL - NOW TELL ME WHY I WOULD SERVICE MY CAR AT A FORD DEALERSHIP? OH YEAH...IN CASE I GET CRACKS OR SHIFTERS FALL OFF AND MAYBE THEY'LL 'WORK WITH ME' ON THE PRICE. BIG INCENTIVE. OH YEAH, MY FUEL GAUGE DOESN'T WORK - ANOTHER COMMON PROBLEM. MY PREVIOUS EXPLORER (ABOUT 10 YEARS BACK) HAD THE SAME PROBLEM. THE GUY UP THE STREET HAS AN EXPLORER (2003) AND IT DOESN'T WORK EITHER. *JB

☐ Check to Request Research. Submit below.

Make : FORD

Model : EXPLORER

Year : 2002

Manufacturer : FORD MOTOR COMPANY

Crash : Yes

Fire : No

Number of Injuries:

1

ODI ID Number : 10107138

Number of Deaths:

0

Date of Failure: January 10, 2005

VIN : Not Available

Component: STEERING: COLUMN

Summary:

STEERING COLUMN BROKE WHILE DRIVING. CONSUMER APPLIED THE BRAKES, AND THE PEDAL WENT TO THE FLOOR. CONSUMER LOST CONTROL OF THE VEHICLE, AND IT CRASHED INTO A GUARD RAIL. UPON IMPACT, BOTH AIR BAGS FAILED TO DEPLOY. DRIVER SUSTAINED MINOR INJURIES, AND WENT TO THE DOCTOR ON HER OWN. VEHICLE WAS TOWED, AND TOTALED OUT BY THE INSURANCE COMPANY. *AK

☐ Check to Request Research. Submit below.

Make : FORD

Model : EXPLORER

Year : 2002

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries:

0

ODI ID Number : 10150398

Number of Deaths: 0

Date of Failure: February 14, 2006**VIN :** Not Available**Component:** STEERING: COLUMN**Summary:**

BACKED MY 2002 FORD EXPLORER OUT OF THE GARAGE AND PUT IT IN PARK FOR A MOMENT AND WENT TO PUT THE CAR IN DRIVE AND THE GEAR SHIFTER BROKE OFF. THE STEERING COLUMN HAD TO BE DISMANTLED TO ALLOW FOR TOWING AND MECHANIC HAVING TROUBLE GETTING THE PARTS TO FIX IT. *NM

[Document Search](#)☐ Check to Request Research. Submit below.**Make :** FORD**Model :** EXPLORER **Year :** 2002**Manufacturer :** FORD MOTOR COMPANY**Crash :** No**Fire :** No**Number of Injuries:**

0

ODI ID Number : 10158201**Date of Failure:** May 18, 2006**VIN :** 1FMZU62E12U...**Component:** STEERING: COLUMN**Summary:**

TRIED TO PUT THE VEHICLE INTO REVERSE FROM PARK AND THE COLUMN SHIFTER BROKE OFF. VEHICLE COULD NOT BE DRIVEN AND WAS TOWED TO A TRANSMISSION BUSINESS. COST TO REPAIR IS \$1300. I BOUGHT THIS VEHICLE IN 2004 USED. I'VE HAD THE REAR TRANSMISSION SEALS, SHOCKS, TIRES, FRONT WINDOW AND THE ENTIRE STEERING COLUMN REPLACED. *JB

[Document Search](#)☐ Check to Request Research. Submit below.**Make :** FORD**Model :** EXPLORER **Year :** 2002**Manufacturer :** FORD MOTOR COMPANY**Crash :** No**Fire :** No**Number of Injuries:**

0

ODI ID Number : 10164941**Date of Failure:** July 30, 2006**VIN :** 1FMZU73E92Z...**Component:** STEERING: COLUMN**Summary:**

DT*: THE CONTACT STATED THE STEERING COLUMN HANDLE FRACTURED AND DETACHED. BEFORE IT FRACTURED, THE STEERING HANDLE SEEMED TO HAVE A CLICKING SOUND IN IT. THIS INCIDENT OCCURRED WHEN THE VEHICLE WAS NEARLY PARKED THEREFORE THE CONTACT WAS ABLE TO AVOID ANY ACCIDENTS. THE STEERING HANDLE WAS REPLACED. UPDATED 09/13/06. *JB



Office of Defects Investigation

Complaints - Search Results

18 Records Displayed.

Report Date : September 27, 2007 at 03:39 PM
SEARCH TYPE : VEHICLE
YEAR : 2002
Make : FORD
Model : EXPLORER

Make : FORD Model : EXPLORER Year : 2002
Manufacturer : FORD MOTOR COMPANY
Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10190415 Number of Deaths: 0
Data of Failure: May 4, 2007 *
VIN : 1FMDU73W12U...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Summary:

AFTER BACKING OUT OF THE GARAGE, I PUT THE AUTOMATIC TRANSMISSION IN PARK TO EXIT THE VEHICLE, WHEN I RETURNED TO THE VEHICLE, I ATTEMPTED TO PUT THE TRANSMISSION IN REVERSE AND THE GEAR SHIFT BECAME COMPLETELY DETACHED FROM THE STEERING COLUMN. I TURNED THE VEHICLE OFF, BUT COULD NOT REMOVE THE KEYS FROM THE IGNITION. NO DAMAGE WAS DONE BECAUSE THE VEHICLE WAS PARKED. TWO WEEKS BEFORE THIS TIME I WAS ON THE PENNSYLVANIA TURNPIKE IN BAD WEATHER AND USED THE GEAR SHIFT TO SHIFT TO A LOWER GEAR ON THE STEEP DOWNHILL, WET AND POSSIBLY ICY ROAD SURFACE. THE CONSEQUENCES COULD HAVE BEEN MUCH DIFFERENT HAD THE GEAR SHIFT DETACHED FROM THE STEERING COLUMN UNDER THOSE CONDITIONS. THERE WAS NO INDICATION OF THE GEAR SHIFT BEING LOOSE OR DIFFICULT TO MOVE PRIOR TO ITS FAILURE. THE VEHICLE WAS TOWED TO THE SHOP AND THE STEERING COLUMN WAS REPLACED.*AK

Make : FORD Model : EXPLORER Year : 2002
Manufacturer : FORD MOTOR COMPANY
Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10104605 Number of Deaths: 0
Data of Failure: December 23, 2004 *
VIN : 1FMZU63E0Z2...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Summary:

WHEN SHIFTING FROM DRIVE TO PARK COLUMN SHIFT LEVER WOULD GET STUCK. UPON A STALLING ,, WHEN SHIFTING FROM DRIVE INTO PARK TO RESTART THE CAR, COLUMN SHIFT LEVER BROKE OFF RESULTING IN BEING UNABLE USE THE VEHICLE WHILE IN A PARKING LOT AT NIGHT WITH SMALL CHILDREN IN THE CAR. VEHICLE TOWED TO DEALER, WHERE WE WERE TOLD THE WHOLE STEERING COLUMN NEEDED TO BE REPLACED AT AN ESTIMATE OF \$747.00 FOR A THREE YEAR OLD VEHICLE.*AK

Make : FORD **Model :** EXPLORER **Year :** 2002
Manufacturer : FORD MOTOR COMPANY
Crash : Yes **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10125133 **Number of Deaths:** 0
Date of Failure: April 8, 2005
VIN : 1FMZU74E42U...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Summary:

DT: CONSUMER STATES THAT TRANSMISSION WENT FROM PARK TO DRIVE. WHILE SHE WAS AT HER DAUGHTER'S SCHOOL SHE STEPPED OUT OF THE VEHICLE TO TALK TO SOMEONE AND THE CAR JUMPED FROM PARK TO DRIVE AND HIT ANOTHER VEHICLE. ALSO THE TRANSMISSION WENT OUT. SHE HAD SEVERAL OTHER PROBLEMS WITH THIS VEHICLE. SHE WAS NEVER NOTIFIED ANYTHING FROM FORD ABOUT ANY TYPE OF PROBLEM. THE SERVICE DEPARTMENT PRINTED OUT A TSB FOR HER, INCLUDING THE FOLLOWING NUMBERS; TRANSMISSION: 03-25-4 DATED 12-22-03, AND GEAR SELECTOR:04-22-12 DATED 11-15-04. THE VEHICLE IS REGULARLY MAINTAINED.*AK

Make : FORD **Model :** EXPLORER **Year :** 2002
Manufacturer : FORD MOTOR COMPANY
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 756648 **Number of Deaths:** 0
Date of Failure: January 3, 2002
VIN : Not Available

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Summary:

DEALERSHIP LOST KEYS. ON BOARD COMPUTER/SECURITY SYSTEM WOULD NOT ALLOW REMAKE OF KEY. FORD ISSUES A TSB (IGNORING ISSUE HOPING WARRANTY WOULD EXPIRE BEFORE A NEW KEY WAS REQUESTED.) 4-WD INOPERABLE. NO 4-WD RELATED INDICATOR LAMPS ON DASHBOARD AT ENGINE START. VEHICLE HAS BEEN AT DEALERSHIP FOR OVER A WEEK "WAITING FOR A BACK ORDERED SOLENOID". "93 OTHER 2002 OWNERS ARE WAITING FOR PARTS" TO FIX SAME PROBLEM.

Make : FORD **Model :** EXPLORER **Year :** 2002
Manufacturer : FORD MOTOR COMPANY
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10123876 **Number of Deaths:** 0
Date of Failure: May 31, 2005
VIN : Not Available

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Summary:

WAS DRIVING ON A HIGHWAY WHEN THE OD LIGHT STARTED FLASHING THEN THE TRANSMISSION FAILED COMPLETELY. HAVING NEW TRANSMISSION INSTALLED. MANY OTHER THINGS HAVE FAILED TOO. THREE WEEKS PRIOR SHIFT LEVER BROKE OFF IN MY HANDS WHEN I SHIFTED FROM PARK TO REVERSE. HAVE CHANGED RIGHT REAR BEARING WHICH "BLEW OUT". THE 4 WHEEL DRIVE QUIT WHILE THE TRUCK WAS STILL UNDER WARRANTY. WHEN I FIRST GOT THE TRUCK AND COMPLAINED TO THE DEALER ABOUT THE WAY THE TRANSMISSION WORKED HE GAVE ME A PRINTOUT FROM FORD STATING THE TRANSMISSION WAS PROGRAMMED TO ADJUST TO THE DRIVERS STYLE OF DRIVING.

Make : FORD **Model :** EXPLORER **Year :** 2002
Manufacturer : FORD MOTOR COMPANY
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10146507 **Number of Deaths:** 0
Date of Failure: December 28, 2005
VIN : Not Available

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Summary:

2002 FORD EXPLORER XLS - AUTOMATIC TRANSMISSION SHIFT HANDLE ON THE STEERING COLUMN BROKE OFF WHILE SHIFTING FROM PARK TO DRIVE. THE BRAKE PAD WAS DEPRESSED DURING THE ATTEMPTED SHIFT. MY MECHANIC AND I NEVER SAW THIS HAPPEN BEFORE. *NM

Make : FORD **Model :** EXPLORER **Year :** 2002
Manufacturer : FORD MOTOR COMPANY
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10181941 **Number of Deaths:** 0
Date of Failure: January 26, 2007
VIN : 1FMZU74E42Z...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Summary:

GEAR SHIFT LEVER BROKE OFF COLUMN, WHERE IT ATTACHES TO TOP OF SHIFT CABLE. WAS UNABLE TO SHIFT VEHICLE INTO OR OUT OF ANY GEAR. HAD TO HAVE VEHICLE TOWED TO A DEALERSHIP FOR REPAIR WHICH IS COSTING \$1300.00, SERVICE DEPARTMENT STATED THEY COULD NOT REPLACE PART THAT BROKE, BUT HAD TO REPLACE THE WHOLE COLUMN. *NM

Make : FORD **Model :** EXPLORER **Year :** 2002
Manufacturer : FORD MOTOR COMPANY
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10067188 **Number of Deaths:** 0
Date of Failure: April 14, 2004
VIN : Not Available

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Summary:

CONSUMER STATED THAT GEAR SHIFT BROKE OFF, PREVENTING CONSUMER FROM DRIVING THE VEHICLE. ALSO, ELECTRIC WINDOWS BROKE, ONE AT A TIME. *AK

Make : FORD **Model :** EXPLORER **Year :** 2002
Manufacturer : FORD MOTOR COMPANY
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10158201 **Number of Deaths:** 0

Date of Failure: May 18, 2006

VIN : 1FMZU62E12U...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Summary:

TRIED TO PUT THE VEHICLE INTO REVERSE FROM PARK AND THE COLUMN SHIFTER BROKE OFF. VEHICLE COULD NOT BE DRIVEN AND WAS TOWED TO A TRANSMISSION BUSINESS. COST TO REPAIR IS \$1300. I BOUGHT THIS VEHICLE IN 2004 USED. I'VE HAD THE REAR TRANSMISSION SEALS, SHOCKS, TIRES, FRONT WINDOW AND THE ENTIRE STEERING COLUMN REPLACED. *JB

Make : FORD

Model : EXPLORER

Year : 2002

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10159224

Number of Deaths: 0

Date of Failure: June 7, 2006

VIN : 1FMDU63W72Z...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Summary:

DT*: THE CONTACT STATED WHILE SHIFTING GEARS, THE COLUMN SHIFT FRACTURED INSIDE THE STEERING COLUMN. THE VEHICLE WAS TOWED TO THE DEALERSHIP, WHERE THE GEAR SHIFT WAS REPLACED.

Make : FORD

Model : EXPLORER

Year : 2002

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10173036

Number of Deaths: 0

Date of Failure: October 16, 2006

VIN : 1FMDU73WX2Z...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Summary:

DT*: THE CONTACT STATED WHILE ATTEMPTING TO PUT THE GEAR SHIFTER INTO PARK, THE SHIFTER DETACHED FROM THE COLUMN. THE VEHICLE WAS TOWED TO A DEALERSHIP, WHERE THE GEAR SHIFTER WAS REPLACED.

Make : FORD

Model : EXPLORER

Year : 2002

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10097337

Number of Deaths: 0

Date of Failure: September 15, 2004

VIN : 1FMZU73W52Z...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Summary:

GEAR SHIFT FELL OFF. *BF THE METAL PIECE ATTACHED TO THE STEERING COLUMN BROKE. *JB

Make : FORD **Model :** EXPLORER **Year :** 2002
Manufacturer : FORD MOTOR COMPANY
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10104334 **Number of Deaths:** 0
Date of Failure: December 18, 2002
VIN : 1FMZU62E32U...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Summary:

WHEN SHIFTING GEAR FROM "PARK" TO "DRIVE" THE COLUMN SHIFTER WAS NOTICABLY DIFFICULT TO MOVE. WITHOUT WARNING , THE COLUMN SHIFTER FELL OFF, RESULTING IN NOT HAVING A CAR TO DRIVE. I AM CURRENTLY TRYING TO HAVE THE PROBLEM FIXED. *JB

Make : FORD **Model :** EXPLORER **Year :** 2002
Manufacturer : FORD MOTOR COMPANY
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10204105 **Number of Deaths:** 0
Date of Failure: September 25, 2007
VIN : 1FMZU73W22Z...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Summary:

2002 FORD EXPLORER. VEHICLE PARKED - WENT TO PUT IN GEAR AND SHIFTER BROKE OFF IN STEERING COLUMN. THIS IS THE 2ND TIME THIS HAS HAPPENED IN LESS THAN 2 YEARS! *JB

Make : FORD **Model :** EXPLORER **Year :** 2002
Manufacturer : FORD MOTOR COMPANY
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10174360 **Number of Deaths:** 0
Date of Failure: November 22, 2006
VIN : 1FMZU73W62U...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Summary:

WITH VEHICLE STOPPED, WHILE SHIFTING GEAR LEVER UNDER STEERING WHEEL FROM DRIVE TO PARK, THE GEAR LEVER BROKE RENDERING THE GEAR LEVER HANDLE USELESS WITH TRANSMISSION BETWEEN PARK AND REVERSE AS INDICATED BY THE INDICATOR. A CAST CYLINDRICAL PART LINKED TO GEAR LEVER BROKE. HAD VEHICLE TOWED TO DEALER TO BE REPAIRED. *NM

Make : FORD **Model :** EXPLORER **Year :** 2002
Manufacturer : FORD MOTOR COMPANY
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10203501 **Number of Deaths:** 0
Date of Failure: September 7, 2007

VIN : 1FMZU62E02U...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Summary:

VEHICLE IS A 2002 FORD EXPLORER, PURCHASED NEW. GEAR SHIFT BROKE OFF AT STEERING COLUMN. A SMALL PART BROKE, BUT DEALER SAYS THE ENTIRE STEERING COLUMN MUST BE REPLACED BECAUSE PART THAT BROKE IS ATTACHED TO STEERING COLUMN. DEALERSHIP REPORTS THERE IS A "NATIONWIDE" WAITING LIST FOR THE PART AND IS UNABLE TO GET A PART TO FIX THE VEHICLE. DEALER IS "RESEARCHING" THE ISSUE BUT HAS NO ESTIMATE OF WHEN PART WILL BE AVAILABLE. SEVERAL INTERNET SITES REPORT SIMILAR COMPLAINTS, WITH SOME REPORTING THEY WERE TOLD UP TO 5 1/2 MONTHS TO GET PART. *JB

Make : FORD

Model : EXPLORER

Year : 2002

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10104635

Number of Deaths: 0

Date of Failure: December 28, 2004

VIN : 1FMZU62E32Z...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Summary:

HAD TROUBLE SHIFTING COLUMN SHIFT & THEN IT BROKE OFF IN MY HAND. *JB

Make : FORD

Model : EXPLORER

Year : 2002

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10122630

Number of Deaths: 0

Date of Failure: May 1, 2005

VIN : 1FMZU73W52Z...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:LEVER AND LINKAGE:COLUMN SHIFT

Summary:

2002 FORD EXPLORER GEAR SHIFT FELL INTO THE CONSUMER'S LAP WHILE BACKING OUT OF THE DRIVEWAY. *MR *SC *JB

By: [REDACTED] Post Date: Sep-30-2007

I own a 2002 Ford Explorer. Yesterday my husband and I were going to an art festival, went to park the car, and the shifting lever broke off. We had it towed to a dealership and are still waiting for them to contact us with an estimate and time frame for repairs. After reading these posts I'm concerned. The service manager told us that in 22 years he'd never seen anything like that happen before.

By: [REDACTED] Post Date: Aug-18-2007

Hi Paul, my name is Rosemary. We had a 02 Explorer, we bought in 2005, with 39,000 miles on it. The transmission started slipping we had it rebuilt. Then I when to put it in gear and the shift lever bar broke out of the steering column. My husband was told by our local ford parts dealer. The steering column (Part number 4L2Z-3C529-DA) for the 02 Ford Explorers, is not available. The steering column has been on back order for over 5-1/2 months. Our Son went on the Internet and bought a brand new ford factory, steering column that will fit the 2002 Ford Explorer and Ford Mountaineer - with this (Part number 5L2Z-3C529-A). On the way to GMC, the check engine light came on (1~?;?). We now have a 2005 GMC Yukon, with 19,000 miles on it. The Yukon runs great. And now GMC has a 2002 FORD LEMON with only 47,000 miles on it. Paul, you still looking for a steering column? If so - have ford order this (Part number 5L2Z-3C529-A). it will fit. Good Luck Rosemary.

By: [REDACTED] - El Cerrito, CA Post Date: Aug-14-2007

Hi Missy, You want angry??? I have called Fords customer service at (1-800-392-3673) 6-times since July 11, 2007 complaining about my 5-year old. 02 Ford Explorer, that I cannot get a steering column for, and fact that if Ford had not used defective parts in the steering column, I would not have to!! Now Ford tells me the transmission will have to be rebuilt or replaced, with only 66,000 miles on it. Well Missy, it seems the transmissions in the 02 Mountaineer, and the 02 Explorer, have the same problems with CONTINUE DOWN

By: [REDACTED] - El Cerrito, CA Post Date: Aug-14-2007

faulty engineering. I called Fords customer service today; I wanted to see if any thing was being done about my complaints. Fords customer service representative told me I did not FILE AN OFFICAL COMPLAINT! So for the next 45 minutes I filed that official complaint! Against Ford Motor Company, for all the faulty engineering. The way Ford engineered the steering column so that a 20.00 piece of cast metal, will cost you 1200.00 to replace it, and Fords Policy of selling an extended warranty that covers the steering column but not this one piece. Yes there are enough angry ford owners out here, but I wonder how many of them filed an official complaint! against Ford? Paul, Angry Ford Owner!

By: [REDACTED] - Pickford, MI Post Date: Aug-13-2007

I have an 02 mountaineer with the same problem. Very interested in a lawsuit. Please let me know if there are enough angry ford owners yet to make ford accountable.

By: [REDACTED] - Pickford, MI

Post Date: Aug-12-2007

Hi I have an 02 mountaineer that had the same exact thing happen to it and it was not covered by ford either. My suv is in the shop right now with the whole transmission being replaced with only 67,000 miles on it. I will never buy a ford ever again!!!!!!Does anyone else know where to begin a class action lawsuit against ford? I had read hundreds of complaints on these transmissions. Yet ford denies there is a problem.

By: [REDACTED] - El Cerrito, CA

Post Date: Aug-09-2007

Hi Joe, I agree. It's apparent our problems are of little interest to Ford. Maybe a class action lawsuit against Ford Motor Company, involving the 2002 Ford Explorer, would get their attention. I would be interested in joining a class action lawsuit. And from what I have read posted here, there is a number of other 2002 Ford Explorer owners interested also... Paul

By: [REDACTED] - Bracksville, FL

Post Date: Aug-06-2007

I have a 02 Ford Explorer and approx. a year and half ago it did the same thing I went to the store with wife I went to put it in gear and my shift level broke right off and I had to have it towed to Ford and it was repair but it cost me approx. \$1,200.00 I inquired to see if they had a recall but I was told they didn't. I also started having trouble with my transmission which I had it rebuilt approx. one year ago.

maybe all the owners of the 02 Ford Explorer should file a class action law suit against Ford.

By: [REDACTED] - El Cerrito, CA

Post Date: Aug-06-2007

Open Letter to Ford Motor Company, I would rather drive a Ford then anything else. I bought my first new ford in 71' a 1972 Ford "Econoline" Van, in 77' I bought two vans a 1978 Ford "Econoline" and a 1978 Ford "Club-Wagon", to replace a 58' Ford Edsel I bought 1965. Before the Edsel in 1962, my Dad gave me his 1951 Ford F-1 pickup truck I had that 51' pickup over "14 years" In 1996 I leased a 1999 Ford Contour, replacing my 78' Club-Wagon. I had too many problems with the 99' Contour. In 2002 I leased a 2002 ford explorer in 2005 at end of lease I bought it. I did have some mechanical problems under warranty, while leasing the explorer and ford fixed them so I bought the extended warranty. CONTINUE DOWN

By: [REDACTED] - El Cerrito, CA

Post Date: Aug-06-2007

a ford mechanic told me the 2002 Ford Explorer was having some problems with the steering column so I asked the dealer if the steering column is covered, I was told yes: all internal lubricated parts; rack and pinion and all internal parts; power cylinder assembly, power steering pump, main and intermediate steering shafts and couplings; tie rods and tie rods ends; idler arm, pitman arm. Would you believe I'm not covered? #1. When I shift the transmission into park it will roll backwards before stopping. #2. Now the cast part that holds the gear shift lever bar broke off right at steering column. #3. I bought the heavy duty towing package to pull a trailer, I can't even rent a trailer, U-HAUL will not rent trailers to be towed behind a ford explorer, and they told me it was a safety issue, what Safety Issue?? My local ford dealer

just blew me off. CONTINUE DOWN

1/1/07

By: [REDACTED] - El Cerrito, CA

Post Date: Aug-08-2007

I am afraid that I made the wrong choice by replacing the 78' Club-Wagon, I gave to my grandson, and he has driven it to Great Falls, Montana and back to Orlando, Florida and back and to Alice, Texas and back. The 78' Club-Wagon is still running fine. Since then Built Ford Tough doesn't mean too much. I am disappointed that Ford doesn't realize that the problems with the 2002 Ford Explorer are defective parts and fix the problems in house by recalling the defective parts in the steering column and transmission. CONTINUE DOWN

1/1/07

By: [REDACTED] - El Cerrito, CA

Post Date: Aug-08-2007

. It is Ford Motor Company's fault there is so many defective parts in Ford Vehicles, by outsource the assembly jobs to Mexico and China. Ford is sending assembly jobs out of the United States away from American workers the very people that buy and drive FORD'S Cars' Trucks' Vans' and SUVs. The people you are sending assembly jobs out to will not buy Ford Vehicles, and the people you are talking work away from can not buy Ford Vehicles. Not a good choice Ford. PS. I'm not as angry today as I was back on July 20th 2007 "but" in my world YES means yes - It is so - "the steering column is covered". Ford tells me it was a simple miscommunication, simple? I'm out towing fees' rentals fees' and it will cost me over \$1000.00 to fix, Ford's Simple Miscommunication.... Paul.

End

1/1/07

By: [REDACTED] - El Cerrito, CA

Post Date: Jul-20-2007

I to have a 2002 ford explorer and just a day or so ago I when to put it in park and the gear shift lever bar broke off right at steering column. I couldn't shift it back in to gear. I had to have it towed home, where it sits right now. NOT FORD! or my local ford dealer are any help. I feel this gear shift lever is a defective part and FORD KNOWS IT - STILL NO RECALL. I leased this 2002 ford explorer new from FORD in 2002 and at end of lease in 2005 I bought it. FORD was pushing the extended service agreement for the price \$2400.00. a mechanic told me FORD was having some problems with the steering column so I asked the dealer if the steering column is covered, yes: all internal lubricated parts; rack and pinion and all internal parts; power cylinder assembly, power steering pump, main and intermediate steering shafts and couplings; tie rods and tie rods ends; idler arm, pitman arm. would you believe I'am not covered. (can you say class action suit.) Call Ford at 1-800-392-3673 and told them of your concerns.

1/1/07

By: [REDACTED]

Post Date: Jun-18-2007

Same thing just happened to me - to avoid the \$1000. got a used steering column from a scrapper (he laughed and had it already pulled - known problem he says). That's why the junk yard steering column cost me \$200 + 2 lost afternoons replacing the unit. AND I HATE WORKING AROUND DISCONNECTED AIR BAGS!!!! No kids in the family - It's my wife's car and she doesn't do chinups or beat on the lever - the pot metal casting that the shift lever rotates on, broke clean just as though I had hit it with a sledge hammer --- Design Excellence my round BUTT!

1/1/07

By: [REDACTED]

Post Date: May-28-2007

Hello, I have a 2003 Lincoln Aviator and this also happened to me. I have only 87,000 miles on it. There is a design flaw or the materials used is flawed. Seems Ford explorers have the same problem as well. I think we all need to talk to Ford as a whole and get this resolved. They are ripping their customers off. I definitely will not be buying another Ford or Lincoln.

By: [REDACTED]

Post Date: May-18-2007

If anyone else had this problem with the gear shift just breaking completely off, please let me know. I have a 2002 Ford Explorer and my gear shift broke off and Ford is telling me that it cost \$1000 to fix. Email me at peretz1075@yahoo.com Thanks.

By: [REDACTED]

- Rochester, NY

Post Date: Jun-18-2006

Yes, I have a 2002 Ford Explorer. The same thing happen to me just this last Saturday. I'm looking around. I went to the dealer. You have to purchase the whole steering column per the dealer. Cost just for the part \$517.00 that doesn't include labor. All I need is just one piece. I have many problem with my Explorer. If you find something out let me know.

[REDACTED]

By: [REDACTED]

Brooksville, FL

Post Date: Jun-09-2006

I have a 2002 Ford Explorer and just a few days ago I when to put it in gear and the Shift bars broke right off. as to were I couldn't shift it in to any gear. It had it tow to the dealer were it seats right now. Waiting to be repair I AM WONDERING IF ANY ONE OUT THERE KNOWS ANY THING ABOUT THIS TYPE OF PROBLEMS IF THIS VEHICLE. If you do please advice. My e-mail address is jriver15@tampabay.rr.com Thanks

By: [REDACTED]

Post Date: Oct-31-2005

Yes our 2002 is having transmission problems, as well as, the gear shifter just broke out of the steering column, was told by my local dealer the part has been changed twice but no recall, has anyone else had this problem.

By: [REDACTED]

Post Date: Jul-01-2005

I just turned in my 2002 Ford Explorer Limited I was leasing. I had transmission problems with it for about 2 years and Ford would not fix it, they claimed nothing was wrong. Took it in 3 weeks ago because the gear shift on the steering wheel column broke off. They fixed that and said the differential was bad, not the transmission, and fixed that. Still did the same thing. My warranty ran out 2000 miles ago and two days before the lease was up, the air went out, there was a big clunk, the power steering went out, the Checking Charging System and Reduced Engine Power lights came on so I had it towed to the dealership. Noone, not even the owner would call me back. Now, I know they are going to try charging me to repair the vehicle because the warranty had ended even though this has been a problem for 2 years that they deny anyone else was complaining about. What is up with Ford? I was a loyal Ford customer and if they would have taken care of this I still would be. Buy a Cadillac, I did and it's great

newek007

Windsor, Ontario, Canada

Newport News, Virginia
2002 Eddie Bauer

Join Date: Jan 2001
Posts: 98

Gear Shift Broke Off In Hand!!!

Well. Here goes. Thought somebody might be able to use this info about my experience with my wife's 2002 E.B. Explorer.

I got the call from her this morning that she just arrived at work and the gear shifter broke off in her hands. Could not get the key out so I had to haul over and trade out trucks.

Once I got it home I found that a major aluminum part had sheared off! Now, I am no expert when it comes to metal, but I do tinker with aluminum and soft metals in my garage making stuff for RC Airplanes. So, I know a little about this kind of stuff and I know that what I am looking at should have never broken, unless the batch of aluminum they used to cast the part was tainted with something or maybe an air bubble got in the cast. But, here are the pictures that I have taken.

http://img.photobucket.com/albums/v6...r/IMG_9354.jpg
http://img.photobucket.com/albums/v6...r/IMG_9355.jpg
http://img.photobucket.com/albums/v6...r/IMG_9360.jpg
http://img.photobucket.com/albums/v6...r/IMG_9358.jpg
http://img.photobucket.com/albums/v6...r/IMG_9356.jpg
http://img.photobucket.com/albums/v6...r/IMG_9366.jpg
http://img.photobucket.com/albums/v6...r/IMG_9367.jpg
http://img.photobucket.com/albums/v6...r/IMG_9368.jpg
http://img.photobucket.com/albums/v6...r/IMG_9369.jpg
http://img.photobucket.com/albums/v6...r/IMG_9370.jpg
http://img.photobucket.com/albums/v6...r/IMG_9371.jpg
http://img.photobucket.com/albums/v6...IMG_9371-1.jpg
http://img.photobucket.com/albums/v6...r/IMG_9373.jpg
http://img.photobucket.com/albums/v6...r/IMG_9374.jpg

I have not taken pictures since I have Reattached the pieces using PB Weld. I have had great results using this stuff in the past. It is curing in the garage as I write. Hopefully, the jury rig piece will hold up to the stress of shifting the column.

"Hey, why use lighter fluid when gasoline works much better. HAAHAAA!!"

the-commuter

Wendell Elia Emerson
San Jose, CA
'93 XL and '02 XLT

Join Date: Feb 2006
Posts: 2

Same thing happened to me while driving my wife's 02 XLT Explorer. I called the dealer and they said 'common problem' then proceeded to tell me that the only fix was to purchase the ENTIRE STEERING COLUMN for \$690! I told him that he must be very proud of that part and that he could keep it. Called a few wrecking yards, they want \$350 for a used steering column... Problem with the used one is that the shift tube may already be breaking. So, being a mechanical engineer, I redesigned the part and am having a couple machined out of aluminum. I have replaced all the press fit nuts and pins with screws so you can assemble it with standard tools. If it works out, I would be willing to sell the extra one for what it cost me to build, \$220. Send me an email if you are interested bruced@lathropengineering.com

Just FYI, the original part is made from cast Zinc (poor design, poor material choice)

Last edited by the-commuter : 08-16-2007 at 09:31 AM. Reason: adding information



newtek007

Wendell Elia Emerson
Newport News, Virginia
2002 Eddie Bauer

Thanks

☺ Thanks for the offer, but I went ahead and "invested" in a new steering column. The part hasn't been revised. They just upgraded the entire Explorer to the center shift

John Deere 4440
Page 100

style and abandoned the shift column style.
I'm pretty sure that with all the problems I have had with
this truck, I'll be getting rid of it before the shifter breaks
again. ●

"Hey, why use lighter fluid when gasoline works much
better. HAAAAHAAA!!" ●

<http://townhall-talk.edmunds.com/WebX7viewUserProfile@@.cf14c39>

#5914 of 5914 Re: Gear shift lever broken-Ford Expl 2002 -please help ! [REDACTED]
by [REDACTED] Oct 02, 2007 (1:47 pm)

[Bookmark](#) | [Reply](#) | [Edit](#) | [Delete](#)

Replying to: [REDACTED]

Hey Paul - bn3757 here. The steering column replaced last year was new - part #4L2Z-3C529-DA. Obviously a faulty part, but local dealer will not stand behind it as it was repaired over a year ago (Feb '06). I've checked online too w/ the same story - part 5L2Z-3C529-A is on backorder until November. Calls to Ford not helpful - they did say they would try to expedite, but I'm not holding my breath. We have a rental car for now - very frustrating. I'm gathering info and will report to NHTSA. Found 16 reported cases on their website -but so far no signs of a formal investigation. I plan to keep looking - would like to see Ford do something about this before someone gets hurt! Thanks for your response... Beth

#5912 of 5914 Re: Gear shift lever broken-Ford Expl 2002 -please help ! [REDACTED]
by [REDACTED] Sep 28, 2007 (5:31 pm)

[Bookmark](#) | [Reply](#)

Replying to: [REDACTED]

Hi bn3757, paul7281, Was the steering column you had replaced used? I called every auto wrecker and used parts house in California and parts Nevada, from San Francisco to Reno and north to Redding and down to Bakersfield. Every 02 ford explorer steering column, I found had the same problem with the gear [REDACTED] lever broken. Only two I saw that looked to be good. I took a toothbrush with a little solvent and a crack was visible in the cast part that holds the gear [REDACTED] lever bar - No Good!!! After reading your posted message I went to my local parts dealer and asked about the steering column (part number 5L2Z-3C529-A) that he had ordered for me. He called Ford Parts where he got the part, and asked about ordering this (part number 5L2Z-3C529-A) again, the Ford Parts Dealer told him this (part number 5L2Z-3C529-A) is an upgrade for the old (part number 4L2Z-3C529-DA) and will not be available until some time in November 2007. He told the Ford parts man I just got one here from Ford. All the Ford parts man said was, sorry it's not available and we don't have a price for that part. The second Ford Parts Dealer he called, told him (part number 5L2Z-3C529-A) is on back order?. What is Ford doing? this part was available I have the (5L2Z-3C529-A- STEERING COLUMN) in my 02 ford explorer Know Ford says it's not available?. I was told by a local Ford Dealer this will be the third or forth change due to this problem with the gear [REDACTED] lever. BUT NO RECALL! Sorry bn3757 it looks like this will not be much Help.....Paul

#5911 of 5914 Re: Gear shift lever broken-Ford Expl 2002 -please help ! [REDACTED]
by [REDACTED] Sep 26, 2007 (10:44 am)

[Bookmark](#) | [Reply](#)

Replying to: [REDACTED]

Hi paul7281, I'm bn3757. We, too have a Ford Explorer XLT and have now experienced the same problem with the [REDACTED] not once but TWICE. Last February it broke off - had

no luck with the extended warranty or dealership, so eventually fixed it to the tune of \$900. Happened again yesterday evening and again Ford will do nothing about it, and this time parts are on back order (can't even get Part #5L2Z-3C529-A. I've filed a complaint with the NHTSA Office of Defects Investigation (did so last year as well) - I would encourage anyone else who has this problem to file formal complaints so maybe Ford will do something about it before somebody gets hurt. In the meantime, we are stuck without a car until we can find the part. Thx! Beth

#5910 of 5914 Re: Gear shift lever broken-Ford Expl 2002 -please help ! [REDACTED]
by [REDACTED] Sep 24, 2007 (7:35 pm)

[Bookmark](#) | [Reply](#)

Replying to: [REDACTED]

Hi efly00, I'm paul7281 I have a 2002 Ford Explorer, XLT, V6. It's just luck that Rosemary, a happy 02 ford explorer owner, was reading some of my comments in a Open Letter to Ford Motor Company, I was a little angry! She gave me this Part number (5L2Z-3C529-A) I went to our local parts dealer and ordered the steering column for \$550.00 and I removed the old steering column and installed the new steering column about 3-1/2 hours. IT FIT - IT DOES WORK I'm driving my ford explorer. Go back and order the steering column with this Part number (5L2Z-3C529-A) BEFOR FORD PUTS IT ON BACK-ORDER.....Paul

#5902 of 5914 Re: Gear shift lever broken-Ford Expl 2002 -please help ! [REDACTED]
by [REDACTED] Sep 19, 2007 (8:16 am)

[Bookmark](#) | [Reply](#)

Replying to: [REDACTED]

I have this same problem. 2002 Explorer, XLT, V8. Gear [REDACTED] broke off in hand, luckily in driveway, August 22nd, needs new column assembly, part no: 4L2Z-3C529-DA. Part is on back-order, as you know, all part orders are supposed to be fulfilled by 11/12. I asked about part no: 5L2Z-3C529-A and they were not sure it would work so they are emailing Ford to get the details.

#5901 of 5914 Re: Gear shift lever broken-Ford Expl 2002 -please help ! [REDACTED]
by [REDACTED] Sep 14, 2007 (11:19 am)

[Bookmark](#) | [Reply](#)

Replying to: [REDACTED]

FORD denies there is a problem, with the 2002 Ford Explorer and all the faulty engineering. The way Ford engineered the steering column so that a 20.00 piece of cast metal, will cost you 1600.00 to replace it, and Fords Policy of selling an extended warranty that covers the steering column but not this one piece. I am angry that I have a 5-year old. 02 Ford Explorer, that I cannot get a steering column for, and fact that if Ford had not used defective parts in the steering column, I would not have to!!! Paul. Reply

Hi [REDACTED] my name is [REDACTED]. We had a 2002 Ford Explorer. I put it in gear and the [REDACTED] lever bar broke out of the steering column. My husband was told by our local ford parts dealer. The steering column (Part number 4L2Z-3C529-DA) for the 02 Ford Explorers, is not available. The steering column has been on back order for over 5-1/2

months. Our Son went on the Internet and bought a brand new ford factory, steering column that will fit the 2002 Ford Explorer and Ford Mountaineer - with this (Part number 5L2Z-3C529-A). Paul, you still looking for a steering column? if so - have ford order this (Part number 5L2Z-3C529-A). it will fit, Good Luck Rosemary.
Stavros IT WILL FIT, GOOD LUCK, Paul

© 2000-2007, AutoBeef LLC

[BACK TO STEERING](#)[COMPLAINTS](#)[FORD RECALLS](#)[DEFECT INVESTIGATIONS](#)[TSBs](#)[LEMON LAW](#)

[switch models]
[switch years]

2002 Ford Explorer

GEAR SHIFT BROKE OFF

9.3

REALLY AWFUL

TYPICAL REPAIR COST:

\$1,300.00

AVERAGE MILEAGE:

100,333 MILES

NUMBER OF COMPLAINTS:

3 COMPLAINTS

MOST COMMON SOLUTIONS:

1. not sure (2 reports)
2. had to replace entire steering column (1 reports)



STEERING PROBLEM

Ford Extended Warranty

Free Extended Ford Warranty Quotes. 30 Days Risk-Free. Save 60%

Now!

www.ExtendMyCarWarranty.com/Ford**2007 Ford Official Site**

Ask a dealer for quote on a 2007 Ford Explorer Sport Trac

Ads by Google

\$997 Car Transmissions

Free Shipping-3yr 75k Mile Warranty 100%

Remanufactured Car Trans

Car-Transmission-1.com

Ford Explorer Prices

Find the Lowest Price Possible Get the car of your dreams
autos.com

Never Wax Your Ford

NASA Technology Makes Car Waxes Obsolete. Amazing
Shine! \$99.95

www.5starshine.com

Ford Explorer 4x4 Forum

Online Discussions, Mods, Specs Offroad Event Calendar
and More!

www.ExplorerForum.com

Ads by Google

#1

**Explorer Limited V6, Automatic
transmission, 70,000 miles**

**JUN 11
2007**

CAR WAS 4 MONTHS OUT OF 5 YEAR WARRANTY! AFTER HAVING CAR TOWED TO DEALERSHIP WAS TOLD THAT "FORCE" HAD TO HAVE BEEN APPLIED TO BREAK OFF GEARSHIFT! I STATED THAT I WAS NOT A SUMO WRESTLER AND REQUESTED PARTS BACK FROM DEALERSHIP. HEAD OF DEPT TOLD ME THAT HE WAS GOING TO TAKE IT UP

WITH FORD AND SURPRISE, SURPRISE, WHEN WE PICKED UP CAR, PARTS COULD NOT BE LOCATED! TOOK TIME TO ORDER AND FIX-FORD CLAIMS NOT A DEFECT BUT YOU COULD SEE WHERE BOLT HAD ACTUALLY CRUMBLED!

Part 5.

Philadelphia, PA, USA

[SEND A COMMENT »](#)

#2

Explorer LX 4L V6, Automatic transmission, 151,000 miles

MAR 16
2007

My husband and I bought a used 2002 Ford explorer in June 2006 from what we thought was a reputable dealership. We thought we were getting a great deal! NOT! We complained about the truck one after purchasing it and the dealer we purchased the vehicle from, shrugged us off. In February 2007, the column steering and gear stick broke off in my husbands hand while gearing into reverse. Th truck was fixed by the dealers mechanic and we had to pay half of the costs. During this time, we found out that Ford had issued a bulletin in 2004 regarding this matter. But because it was not a recall nothing could be done! However we had reported this problem, one month after purchasing the vehicle - but were dismissed! One week later we went to pick up our truck and realized the truck did not sound or feel right. After demanding answers, we found out not only does our timing chain kit need replacing (which there was a bulletin out on too) but now there is metal shavings in the engine and it needs complete replacement. So what should have been a \$67.00 repair problem, if identified as per the bulletin in 2004 (prior to our purchase) is now a repair of over \$8000. ASK ME US IF WE'LL EVER BY A FORD AGAIN, and my husband had his heart set on buying a F150- NOT!!!!!!!!!!!!!!!!!!!!!!

indian princess

Scarborough, Ontario, Canada

[SEND A COMMENT »](#)

#3

Explorer Eddie Bauer V8, Automatic transmission, 80,000 miles

FEB 28
2007

I was preparing to exit the parking lot, when I shifted from park to reverse the gear shift selector snapped off like stick. I had "Triple A" tow the vehicle to the nearest ford dealership for repairs. When I described the incident to the tech he couldn't believe what happened. He told me that they would have to replace the entire steering column because the piece that broke off was an aluminum die cast part that is connected to the column. I have the highest extended warranty program out there which we spent over 3K. When I reported the claim to the carrier, I was instructed to have the dealer tech contact them and describe the problem. When I called the dealer back, they told me that it WAS NOT COVERED. I immediately got into gear and raised the issue that the shifter did not break but a piece of the steering column broke off that held the shifter onto the column. After several convincing conversations my wife contacted the dealer tech & explained how the tech should report the issue. IT'S NOT THE SHIFTER BUT THE CONNECTING PIECE. WE FINALLY GOT THE DAMN THING COVERED. PARTIALLY ABOUT 75% OF THE COSTS. I'M LOOKING FOR NEW VEHICLE NOW F. O. R. D. I'M LUCKY I WASN'T

FOUND ON ROAD DEAD...

John M.
Norristown, PA, USA

[SEND A COMMENT »](#)



USE THE CARD AND YOU COULD
WIN THE CAR

OFFICE DEPOT CARD



WIN A FORD EXPLORER

www.OfficeDepot.com

Fordham - Ask the Experts

ASK YOUR FORD QUESTION. FORD MECHANICS ANSWER YOU ASAP!

Type your question here.

ASK YOUR FORD QUESTION. FORD MECHANICS ANSWER YOU ASAP!

<http://www.my3cents.com/companyReview.cgi?compId=69&subcat=9>

Multiple design flaws, 2002 Ford Explorer, 4x4

7/21/2007

Our 2002 Explorer, had to have the rear differential totally replaced, in 2004 while on an extended cross country trip, fortunately, we were within 1500 miles of our warranty expiring so our personal expense on that one, was lost time and extended days of lodging etc.

We now have 56000 miles on the vehicle, it is about to have its 3rd rear differential installed(our expense).

We recently put out nearly \$500. because the 4x4 locked up.

Our next experience was the gear shift locking in park, we were told it needed 'adjustment', another charge. It continued to intermittently lock in park , then suddenly stopped doing it ~ then, locked again and gear shift broke both at and in the steering column. (on a road trip again) Ford dealer told us it is a design flaw (also)and the part is on a national backlog order... Tow truck driver said he has seen this problem many times in the past.

We have repeatedly complained about the whining and thudding noises in the automatic transmission as it shifts or winds down, with no results.

We purchased this vehicle specifically to tow a small RV and have only chanced towing one trip with it (under weight limits).

We believe if we could connect with the correct group, forum, what have you, that we will learn many others are having the same issues and would like to become part of or discuss a class action against Ford Motor CO. This is our first attempt to do so. We WILL continue until we succeed.

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