



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

Repository ☐

06-MAY-2008

Reference No.

10226818

9 AM 7:23

OWNER INFORMATION (Type or Print)

Name

Address

City

YORK

State

ME

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of a signature, your name or address to the vehicle manufacturer.
Signature of Owner [Signature] Date 5/28/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FMEU33W12

Make

FORD

Model

EXPLORER

Model Year

2002

Date Purchased

4/02

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

State

Zip Code

8

Transmission Type

☒ Antilock Brakes

Powertrain

V8

Vehicle Component Code

022000 SUSPENSION: REAR

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

06-MAY-2008

Failure Mileage

106000

Failure Speed

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: DOTM9ABC036)

☐ 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 describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

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).

TL THE CONTACT OWNS A 2002 FORD EXPLORER. THE CONTACT WAS HAVING AN OIL CHANGE PERFORMED ON HIS VEHICLE WHEN HE WAS INFORMED THAT THERE WAS A CRACK IN THE REAR COIL SPRINGS ON HIS VEHICLE. THE CONTACT DID NOT NOTICE ANY PROBLEMS WITH THE VEHICLE BEFOREHAND. THE VEHICLE HAS NOT BEEN DIAGNOSED BY THE DEALERSHIP. THE CURENT AND FAILURE MILEAGE IS 106000. CONTACT DID NOT PROVIDE VIN NUMBER. BML

Please See Attached - Response from Internet on ADDITIONAL
Reported Failures on 2002 Explorers -

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.

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Ford Explorer

Rear Coil Springs

Posted in the Ford Explorer Forum

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Comments (Page 2)

Showing posts 21 - 40 of 42 [« prev](#) | [next »](#)[Go to last post](#) | [Jump to page: 2](#)**Cheryl**

Jan 22, 2008

#21 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

Canandaigua, NY

I can relate. I have already replaced the rear bearings on my Ford Explorer 2002 at only 60,000 miles. Just brought my car in for an oil change was told that my left rear spring was broke and it would cost \$500 to fix!

dez

Jan 24, 2008

#22 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

Rollinsford, NH

Just replaced rear coil springs at 90,000. and all wheel bearings at least once twice on left front.

Gary

Jan 27, 2008

#23 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

Concord, NH

Had the grinding noise from the rear of the explorer. dealer wanted to rebuild the clutch pack I said no. So they said they have had success with a friction modifier. That worked. did the rear end oil change myself using mobil 75 140w gear oil with the modifier. Not hard and no problems. I replaced 2 of the 4 wheel bearings 2 to go not grinding yet but have a rock in them (click when on the jack). Rear coil Spring is broken at the top. Will not go the ford dealership nor use their products. Going with timken bearings and then using an aftermarket coil moog or spicer. 109 for a pair of the rear coils. if you want to screw ford. don't take the car to them for service. I stopped not even oil.

Steve - Ballston Spa NY

Feb 5, 2008

#24 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

Albany, NY

Replacing a right rear wheel bearing and both coil springs today at approx. 92,000.

Watts

Feb 7, 2008

#25 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

Virginia Beach, VA

My buddies just had his driver side brake into multiple pieces and cracked on passenger side.. Where is the recall this is a dangereous situation.

clark

Feb 16, 2008

#26 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

Columbus, OH

right rear spring and passenger window cable, cable cant be bought seperate so the whole package is 162.00 for a little cable rear springs however are pretty easy to change if you have a little knowledge, found two of them for 114.00 at advance auto in ohio

kenneth stepnick

Feb 24, 2008

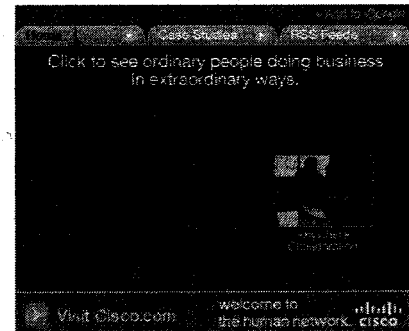
#27 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

Buxton, ME

83000 miles lost transmission-new one put in at this time left front wheel bearing replaced and numerous leaking seals-now 2 montnes later both rear wheel bearing shot+ right rear coil spring broken
ford makes sh— trucks

maurice

Mar 7, 2008

#28 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

Ford Explorer News

- Republicans take primary fight to Minn.'s 1st D...
- Store becomes town's barometer
- Gas roars higher, pressuring holiday travelers
- Ford to cut production, miss profit goals
- Gas roars higher, pressuring holiday travelers
- Ford Cuts Production
- Ford sales: Small cars, crossovers up; pickups,...
- Car dealers see troops switching to fuel-effici...
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- No more body on frame SUVs likely from GM

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8. On global warming, it's McCain v. GOP - 209 comments
9. Florida, Michigan can't be fully restored - 225 comments
0. CCS/USGPRU Racer Alex Lyskawa Killed In Crash At Summit P... - 68 comments

Raleigh, NC

2 rear broke spring, call ford costumer service no good answer. I go to court and start a class action they are creazy.

Ozzie

Mar 14, 2008

#29 |  Judge It! | Report Abuse | Reply »

Livonia, MI

Judged:  1

Guess what happen to me today (03/14/2008)... I have a Ford 2002 Explorer XLT, with 79,000 miles, in the dealership right know with two broken rear coil springs. I love my Explorer untill now.... What I would like to suggest to all, cause I will be doing the same.... Call the 1-800 number in your owners manual (customer service) and if Ford gets enough calls regarding the rear coil springs, maybe there will be a reason for a recall and/or rebate for work done... At least for the parts would be nice....

*david wrote:**<quoted text>*

I have the same problem.....I have never towed any weight either.....I am very angry about this situation as it is definately a defect!! Have you contacted Ford? I did.....and got no satisfactory reply at all.....david

Ozzie

Mar 14, 2008

#30 |  Judge It! | Report Abuse | Reply »

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jbeac

Mar 19, 2008

#31 |  Judge It! | Report Abuse | Reply »

Montclair, NJ

clark wrote:

right rear spring and passenger window cable, cable cant be bought separete so the whole pacilage is 162.00 for a little cable rear springs however are praffy easy to change if you have a little knowledge, found two of them for 114.00 at advance auto in ohio

how did you fix it is it hard, what tools do you need?

jbeac

Mar 19, 2008

#32 |  Judge It! | Report Abuse | Reply »

Montclair, NJ

how did you fix the broken spring, what tools did you need? have the same prob would love to fix it myself, but having probs with finding info on procedure. Thanks for any help

Harold Howard

Mar 24, 2008

#33 |  Judge It! | Report Abuse | Reply »

Greenfield Center, NY

My 2002 explorer has 70k broken rear spring.

Joe

Mar 28, 2008

#34 |  Judge It! | Report Abuse | Reply »

Chelsea, MA

Had to replace a front and a rear bearing in my 02 mountaineer \$850.00. Also discovered that my rear passenger side coil and rusted out... would like to repair that myself, any suggestions?

Nicole

Apr 2, 2008

#35 |  Judge It! | Report Abuse | Reply »

Buffalo, NY

My rear right spring recently just broke as well. I had that repaired but my car was still making a funny noise. I brought it back in and it turns out that my front left and rear right wheel bearings are both shot.

Alex

Apr 2, 2008

#36 |  Judge It! | Report Abuse | Reply »

Hamburg, NJ

100k on my 2002 XLT and I have also replaced wheel bearings, transmission (starting to go second time now), 4WD control module, hoses to rear A/C unit (2x, VERY expensive), left rear axle with diff rebuild, and (like many posting this site) both rear springs are now crumbling apart. Seriously, of all this, the SPRINGS are a SAFETY DEFECT and Ford is NEGLIGENCE in not RECALLING for this.

Ozzie

Apr 9, 2008

#37 |  Judge It! | Report Abuse | Reply »

Livonia, MI

I was just on the phone with Ford Customer Relationship Center (1-800-392-3673) and just like yourself, no refund or recall notice on 2002 Explorers. I suggest to keep your service records for the future. It might not happen now, but there could be a refund/recall down the road.... I hope, Ford Explorer ownership, with rear coil spring problems call the 1-800 number and document the issue.

Ozzie

Apr 9, 2008

#38 |  Judge It! | Report Abuse | Reply »

Livonia, MI

I was just on the phone with Ford Customer Relationship Center (1-800-392-3673) and just like yourself, no refund or recall notice on 2002 Explorers. I suggest to keep your

service records for the future. It might not happen now, but there could be a refund/recall down the road.... I hope, Ford Explorer ownership, with rear coil spring problems call the 1-800 number and document the issue.

david wrote:

<quoted text>

I have the same problem.....I have never towed any weight either.....I am very angry about this situation as it is definitely a defect!! Have you contacted Ford? I did.....and got no satisfactory reply at all.....david

Derek Monday Apr 28 #39 | Judge It! | Report Abuse | Reply »
Grand Rapids, MI

I don't understand why Ford won't do something about these... I have an 02 also and have had the clutch pack changed 3 times! Rear springs are broken (big surprise.), all four wheel bearings have had to be replaced and the best one yet was a timing chain that had to be replaced at 75k. What were the engineers thing when they built this? No way to check tranny fluid level? Oh yeah, rebuilt that too @ 68k. Funny part is that the warranty on the rebuild is a moot point because it specifically states that low transmission fluid levels will damage the parts and that if a low level is discovered the warranty is void. AAAAAAARRRRRH!!!!

twick Thursday May 1 #40 | Judge It! | Report Abuse | Reply »
Binghamton, NY

2002 explorer...
120K miles
running tally:
2 front wheel bearing
3x front rotors and pads
2x rears rotors and pads
3x four tires
1x rear wiper motor
now needs 2 rear coil spring and struts, and a crank seal that's leaking
...I do live on a hill, so I expect the brakes to wear a little more than normal...but have been told the rotors are undersized for the vehicle size. Have not found oversized replacements. Michelin tires wear like crap. Some may be due to suspension issues mentioned...but not all. Never towed anything and rear coils are broken... totally a crap design. Also...with a 4 wheel drive everyone wants to replace all 4 tires at once. If you don't it can lead to differential failures. I have seen others mention this...can't wait! Toyota will be next purchase!!!!

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Topic	Updated	Last By	Comments
What if gas cost \$10 a gallon?	12 min	x-nutmegger	2095
2002 Ford Explorer Electrical Problems (from Jul '06)	1 hr	Joe	13
ford explorer keypad code location (from Jun '06)	6 hr	new 07 ford ...	142
Republicans take primary fight to Minn.'s 1st D...	14 hr	Conservative...	2
Republicans take primary fight to Minn.'s 1st D...	15 hr	Joe	3
Ford Exp. rear trim panel cracking 02 and 03 (from Nov '06)	19 hr	Al Arizona	76
Will millions spoil Bunky Bartlett? - (from Sep '07)	Tue	Softcore Ste...	44

Comments made yesterday: 106,410 | Total comments across all topics: 31,787,679

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Ford Explorer

Rear Coil Springs

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Comments

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Frank Caldwell, NJ	Jun 9, 2007	#1 Judge It! Report Abuse Reply »
I have a 2002 Explorer xls with 51000 miles. I had to replace the tires and was shown that the rear coils springs rusted through and broke. My warranty expired 5/18/07 and was wondering if anyone else had any problems like this.		
david Cabool, MO	Jul 28, 2007	#2 Judge It! Report Abuse Reply »
<i>Frank wrote:</i> I have a 2002 Explorer xls with 51000 miles. I had to replace the tires and was shown that the rear coils springs rusted through and broke. My warranty expired 5/18/07 and was wondering if anyone else had any problems like this. I have the same problem.....I have never towed any weight either.....I am very angry about this situation as it is definitely a defect!! Have you contacted Ford? I did.....and got no satisfactory reply at all.....david		
John Smith Edison, OH	Aug 17, 2007	#3 Judge It! Report Abuse Reply »
mine broke on an 2002 explorer xls, 110,000 miles on both sides. Not happy!!!		
cousin bobby Ithaca, NY	Oct 23, 2007	#4 Judge It! Report Abuse Reply »
<i>John Smith wrote:</i> mine broke on an 2002 explorer xls, 110,000 miles on both sides. Not happy!!! same here, at 86K miles		
miike AOL	Oct 24, 2007	#5 Judge It! Report Abuse Reply »
Just had new brakes installed. Was told both rear coil springs are broken. Cost to repair, about \$385.00		
Mark Menifee, CA	Nov 1, 2007	#6 Judge It! Report Abuse Reply »
I have a 2002 Explorer with both rear spring broken, I have 75000 Miles		
KIM Canton, OH	Nov 1, 2007	#7 Judge It! Report Abuse Reply »
I have a 2002 Explorer. 88,000 miles. I thought I had a flat tire or something wrapped up under my car that was causing soooo much noise. I took it in and I was told the left front wheel bearing was worn out and that both rear coil springs are broken. They also said I needed 2 new rear tires and that there is noise coming from the rear differential or axle bearings. I don't know what that is yet ? The repair shop told me it is too dangerous to drive, at least until the wheel bearing is fixed, I think. I don't have the money right now to fix the wheel bearing and I'm struggling to find a ride to work because I live so far away. I don't have an extra car just sitting around. I'm screwed. Sorry, I'm venting a little.		

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- Store becomes town's barometer
- Gas roars higher, pressuring holiday travelers
- Ford to cut production, miss profit goals
- Gas roars higher, pressuring holiday travelers
- Ford Cuts Production
- Ford sales: Small cars, crossovers up; pickups,...
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9. Florida, Michigan can't be fully restored - 225 comments
0. CCS/USGPRU Racer Alex Lyskawa Killed In Crash At Summit P... - 68 comments

RAY Arecibo, Puerto Rico	Nov 7, 2007	#8  Judge It! Report Abuse Reply »
I have a 2002 Explorer 58,000 miles and one of coil spring on the passanger side got rusted and broke. I'm in the process of replacement still looking for parts dealer out of stock. Not 2 happy.		
Mark Menifee, CA	Nov 7, 2007	#9  Judge It! Report Abuse Reply »
Kim, I replaced rear wheel bearing at 55K miles, I also need rear springs, the rear springs cost around \$115 each without labor,		
Phil T AOL	Nov 10, 2007	#10  Judge It! Report Abuse Reply »
2002 Ford Explorer, my rear coil springs BOTH were broke at around 63000 miles. Ford doesnt care even though they have problems with coil springs on a bunch of their cars.		
Kevin Grand Rapids, MI	Nov 12, 2007	#11  Judge It! Report Abuse Reply »
I had the right rear rust and break and then shortly afterwards I went in to the dealership for an oil change and was told the left rear is now rusted and broken. Plus I had to have the rear clutch pack replaced twice. The dealership now says that they have a new kit that works and when i need it done again (which is now) the 3rd time around will fix the problem.....yeah now that it has been done 3 times.....what a joke!		
Greg West Palm Beach, FL	Dec 4, 2007	#12  Judge It! Report Abuse Reply »
I have a 2002 Xlt 4x4, have had 3 right rear bearings, replaced the clutch pack, rear drive shaft, now need a NEW right rear bearing, new front hubs, and doing my brakes today i found that both my rear coil springs are broken! My advice? Never buy a Ford! A lesson I learned the hard way! ohh, and all on less that 100K...		
Bill Buffalo, NY	Dec 10, 2007	#13  Judge It! Report Abuse Reply »
I've replaced all that and then some and have not hit 60k yet.		
Jeanne Lowell, MA	Dec 13, 2007	#14  Judge It! Report Abuse Reply »
Ford sent out a letter in 2004 on the front coil Spring problem if you could prove it was related to rust and to salt corrosion. You mean they won't budge on these other issues?		
Mike New York, NY	Dec 28, 2007	#15  Judge It! Report Abuse Reply »
I am on my second set of factory springs. Only 61k on the 2002 Explorer		
brett Hamden, CT	Jan 6, 2008	#16  Judge It! Report Abuse Reply »
I have a 2002 exploder xls and have to replace both rear coil springs.I have a friend who is the parts manager of a ford dealership and them for 75.00 each.Now I have to figure out how to put them on any tips out there?		
Chuck Ashtabula, OH	Jan 9, 2008	#17  Judge It! Report Abuse Reply »
I have a 2002 Ford Exploder XLT I had three broken coil springs, 1 front and both rear. I have had to replace both rear bearings twice. I had to have a new clutch pack put in the transfer case. Then the transfer case replaced because that didn't fix it. Mileage 80,000. Never towed anything or driven off road. I will never buy a FORD ever again. Now the front end is growling and I know the front bearing , drivers side, needs replaced. Another 350.00.		
Aaron San Francisco, CA	Jan 16, 2008	#18  Judge It! Report Abuse Reply »
I hate my EXPLoder 2002, I have had to replace my 3rd gear in the transmission, I just replace the motor for the window and brakes, pads, rotator and also found out that my spring was cracked! On back order now and only 70kmi. Never buy ford again. Sincerely, Aaron in Madison WI		
Eric Vestal, NY	Jan 18, 2008	#19  Judge It! Report Abuse Reply »
Mark wrote: I have a 2002 Explorer with both rear spring broken, I have 75000 Miles Same here. I won't buy another Ford.		
Dean Meshoppen, PA	Jan 20, 2008	#20  Judge It! Report Abuse Reply »

My 2002 has 70k and both rear springs are broke and a rear wheel bearing was just replaced!

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