



Ford Component Sales, LLC  
290 Town Center Drive  
Suite 1000  
Dearborn, Michigan 48126

August 31, 2017

Name

Title

Address

**SUBJECT: Safety Recall Notice**  
Certain Wheel Bearing Hub Assembly HB5Z-1104-C  
For installation on 2011-2017 Model Year Front Wheel Drive Explorer Vehicles  
Rear Non-Drive Axle

Dear FIRST LAST,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Ford Component Sales, LLC ("FCS") has decided that a defect which relates to motor vehicle safety exists in replacement wheel hub and bearing assemblies, with the part number HB5Z-1104-C. On August 28, 2017, Ford Motor Company filed a Defect Information Report with the National Highway Traffic Safety Administration ("NHTSA") pursuant to 49 C.F.R. Part 573.

Between March 6, 2017 and March 23, 2017, wheel hub and bearing assemblies with part number HB5Z-1104-C were shipped to you with the incorrect application information for 2011-2017 model year Ford Explorer Front Wheel Drive (FWD) vehicles. This incorrect application information identified the parts as replacements for non-drive axle wheel hubs, but they are designed only for usage on the drive axles. These wheel hubs are not compatible on rear, non-drive axles of FWD vehicles.

If a drive axle hub is installed on the rear non-drive axle of a FWD vehicle, the absence of a halfshaft retaining nut will result in the hub having excessive looseness when driven. This may result in grinding or rubbing noise from the brake rotor, vehicle wobbling while driving, and/or an ABS malfunction light. If the vehicle continues to be driven in this condition and the caliper or caliper bolts break, the rear wheel could separate from the vehicle, increasing the risk of crash.

Hubs with part number HB5Z-1104-C must be returned to FCS. Please note that it is a violation of Federal law to sell any of the hubs covered by this notification.

If you have any questions, please contact:

Brad Camerer  
Aftermarket Sales Manager  
290 Town Center Drive, Suite 1000  
Dearborn, MI 48126  
313-390-0340  
[bcamere1@ford.com](mailto:bcamere1@ford.com)

We apologize for this condition and want to assure you that, with your assistance, we will correct this condition. FCS greatly appreciates your continuing efforts and cooperation in implementing this recall.

Sincerely,

Brian Klippel  
Executive Director, Operations