CI-10409490-4047

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NOVEMBER 10, 2011

MR FRANK BORRIS
DEFECTS INVESTIGATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADM
1200 NEW JERSEY AVE SE
RM W45214
WASHINGTON DC 20590

RE: FORD E-150 VAN WAGONS (2009-2011)
2011 E-150 CLUB VAN XL PASSENGER WAGON WITH TOWING PACKAGE
VIN #1FMNE1BWD[redacted]

SUBJECT: SUSPECTED CAUSE OF BODY ROLL, SWAY, AND WANDERING OF E-150 ECONOLINE VANS (SEE ENCLOSED PHOTOGRAPHS FOR CONCLUSIVE PROOF

Dear Mr. Borris:

I crawled under the van on November 9, 2011 with Andy Kuhn, a re-certified ASE Master Mechanic. Mr. Kuhn pointed out the metal to metal contact between the sway bar and the frame bracket resulting from the right to left shifting of the sway bar. I believe the front sway bars last shift movement was so strong that the bar remains skewed, jammed and "locked up" when the last shift movement was from the driver's side to the passenger side. The links should be vertical. The top of each link should not be severely angled toward the passenger side.

Please see the enclosed explanation for the photographs enclosed. Unfortunately, I was ignorant and was looking for a rear anti sway bar when there is only a front anti sway bar. The zinc coated links are pivoting and cannot hold the sway bar in its proper field position. The links are like pivots and levers that move allowing the sway bar to move from left to right and right to left. This is the apparent cause of all of the sway body roll and wandering problems being reported by consumers on 2009, 2010 and 2011 models. The dealership and Ford Motor denies that a problem exists. Please do not wait until someone gets killed.

Further in testimony provided Field Service Reps admit that the E-150 frame is actually an E-250 frame and have failed to disclose this to consumers. The tires, springs and frame are the same as the E-250 which is a cargo van and not a Club Wagon Passenger Van which was what I was supposed to be purchasing.

ET
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PW

A sway bar in the frame hole like the 2005 Model prevents left to right sway. There are "holes" in the 2011 year model to it would be an easy fix for Ford to design a sway bar to be inserted and secured in the existing hole in the suspension frame. Otherwise, someone is going to get killed. As the problem of sway has been focused it should be easy for NHTSA to confirm that this has been an ongoing safety issue for 2-3 years.

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Enclosures:
November 10, 2011 Email to Mr. Gurganious, BBB Bureau
10 Photographs

[redacted]

From: [redacted]

Sent: Thursday, November 10, 2011 5:14 PM

To: 'Gurganious, Jim'

Subject: RE: BBB Auto Line Case FRD1127028 for [redacted] 0428441741

Dear Mr. Gurganious:

The information contained in this email about the sway bar was previously presented via documents without photographs. Accordingly, it is nothing new; however, the arbitrator failed to make a factual observation by not examining the front sway bar, which has been the point of contention in this case.

On November 1 when the walk around inspection took place, I was told I could not influence the arbitrator, which I did not. I did not ask him to bend down and look at the front sway bar. Also present was my E-150, 2005 van for comparative purposes. The 2005 van likewise was not examined by the arbitrator. Because of this failure to observe, we consider it an omission of fact made by the arbitrator, although I am confident it was not intended.

The Jpeg number on subsequent emails that I will direct to you will be the same number referenced in the text of this communication:

- #4014 – This picture shows metal to metal contact between the sway bar and the bracket on the driver's side. Contact occurs on the right side in the picture where the sway bar bends back to connect to the top of the zinc coated link. On the left side of the sway bar there are noticeable marks indicative of back and forth movement. Vertical dirt lines can be seen in the picture about one-half inch to the left of the left edge of the bracket.
- #4015 – This is a close up picture of the driver's side bracket showing sway bar metal to metal contact with the bracket. The shift is so severe that the sway bar is outside of its "field".
- #4019 – This is a close up of the driver's side sway bar bracket which again confirms metal to metal contact.
- #4018 – This is the driver's side sway bar bracket where it attaches to the zinc plated link. The bar comes out of the previously mentioned frame bracket and then turns and makes it way back toward the suspension arm of the frame near the tire. Note that the link is skewed substantially to the left. The design of the link cannot hold the sway bar in place. This link should be perpendicular – not skewed dramatically at the top where the link is angled toward the passenger side. The bottom portion of the link is lined up with the middle of the coil whereas the top portion of the link is very close to the far outside of the coil spring.
- #3995 – This is a photograph of the passenger side frame bracket opposite the driver's side frame bracket. Please note the markings and scrapes before the sway bar turns back and attaches to the chrome plated link close to the bottom of the coil spring. The sway bar has moved approximately 3 inches toward the passenger side tire. The top part of the link is skewed far to the left toward the passenger tire consistent with the shift of the sway bar. It is so severe that the bottom of the link is serving as a pivot. The bottom of the link, when using the coil spring as a point of reference is bordering on the inside edge of the coil spring. When using the bolt the top of the link, the top portion is well beyond center of the coil spring and is almost to the far outside edge of the coil spring. The link is angled almost by the width of the coil spring.
- #4007 – This is a close up of the passenger side sway bar bracket. Please observe metal to metal contact where the sway bar bends to the outside and touches the frame bracket. The sway bar has shifted toward the passenger side wheel and the frame bracket is

preventing further shift due to metal to metal contact.

- #3998 – This is a photograph of the passenger side sway bar bracket. The bend of the sway bar on the right side prevents further shifting to the left. There are markings to the left side of the bracket showing back and forth movement through the bracket bushing. The sway bar bends and then reverses back toward the coil spring and connects to the top of the link, which is dramatically skewed toward the passenger side tire.
- #3993 – This is a photograph of the E-150 Club Passenger Van, Year Model 2005 that I own. Notice that the sway bar is directly inserted into the suspension frame. The sway bar is connected by the frame clamp toward the front of the vehicle. This is a picture of the left wheel and coil. The sway bar goes over the steering rod and inserts directly into the frame. There is no link. Examine the bracket and based on the dirt and corrosion it is easy to observe that there has been no movement of the sway bar in years.
- #3975 – This is a close up picture of the left frame bracket before the sway bar turns where it is connected into the frame suspension. Close up observation validates that there has been no movement of the sway bar whatsoever. This of course is on the year model 2005.
- #3976 – This is another close up of the sway bar frame bracket on year model 2005. There is no evidence of sway bar movement to the right and left.

It is quite possible the sway bar that moved to the passenger side is wedged in this position and if so when it loosens up in a heavy wind a severe accident could occur.

At the arbitration hearing on November 1, both vehicles were parked side by side in the inspection lot behind the church. All that was required to evidence substantial sway bar shift was a visual inspection of the links and the sway bar movement and metal to metal contact as shown in the photographs of the 2011 year model. There are two major concerns being that manipulation by the ASE mechanic may cause the sway bar to return to its normal position or the sway bar, when it shifted from the driver's side to the passenger side, has become stuck in this position and; therefore, because it is stuck in the wrong position will not exhibit sway. This has to be examined visually.

[redacted]

November 11, 2011

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VIN #1FMNE1BWD[redacted]

SUBJECT: SUSPECTED CAUSE OF BODY ROLL, SWAY, AND WANDERING OF E-150 ECONOLINE VANS

Dear Mr. Borris:

This will supplement my earlier correspondence of November 10.

I sent you photographs identifying the sway, body roll and wandering problems in all of the E-150 Econoline vans that have been occurring since model year 2009.

The photographs will confirm evidence of the sway bar moving right to left. The sole purpose of an anti-sway bar is to prevent right to left sway. Sway bars are built to tolerate up and down movement that prevents left to right movement.

There were a couple of near death experiences and constant reporting from consumers of control problems. The design change from the front sway bar going through the suspension being attached to "links" that are nothing more than moving levers is causing the problem that is going to result in fatal accidents. You have the specifics of the consumer in Georgia. Several times we thought we were going to be involved in an accident. The front of the van is moving left to right. In our situation there was an incident that was so severe the sway bar has shifted from the driver side to the passenger side and is now wedged and locked in that position. Sooner or later, if driven, there will be a force from the opposite side that breaks the sway bar loose and then the body of the van is going to shift to the opposite direction. Consumers out there do not realize that when they are driving these vans at 70 mph co-efficiency of drag increases to the degree that if there is any broadside wind or passing 18-wheelers the sway bar is going to move back and forth. This is where the catastrophe is going to happen in that the driver is going to react by jerking on the steering wheel because of the impression that control is lost, when in reality the body of the van is moving back and forth while the platform remains intact.

As shown in the photographs, in my situation the shift is so severe that the sway bar is now lodged and skewed toward the passenger side. You will observe that on the driver side bracket that there is metal-to-metal contact. There should be proper spacing on both sides of the sway bar bracket.

November 11, 2011
Mr. Frank Borris

The OEM sway bars are hollow tubes. Suspension specialists only manufacture solid tempered steel sway bars because it has been shown even when the sway bars were anchored in models prior to 2009, sway bars still would bend a little bit.

You were provided photographs of the 2005 E-150 van that I currently own. Over time you can observe the dirt build-up around the edge of the frame clamp bushing. There has been no left to right movement of the sway bar on the 2005 model for six years. This is why to this day we do not experience any sway whatsoever, regardless of the wind conditions. The sway bar cannot move left to right because it is directly anchored into the frame suspension. As mentioned in my previous communication, there are now empty holes in the frame on the 2011 model so it is not a difficult fix to have a sway bar design and inserted and bolted in with bushings. If it is a solid tempered bar as opposed to a hollow tube bolted directly to the frame, then all sway, wandering and all other problems reported by hundreds of consumers will be eliminated.

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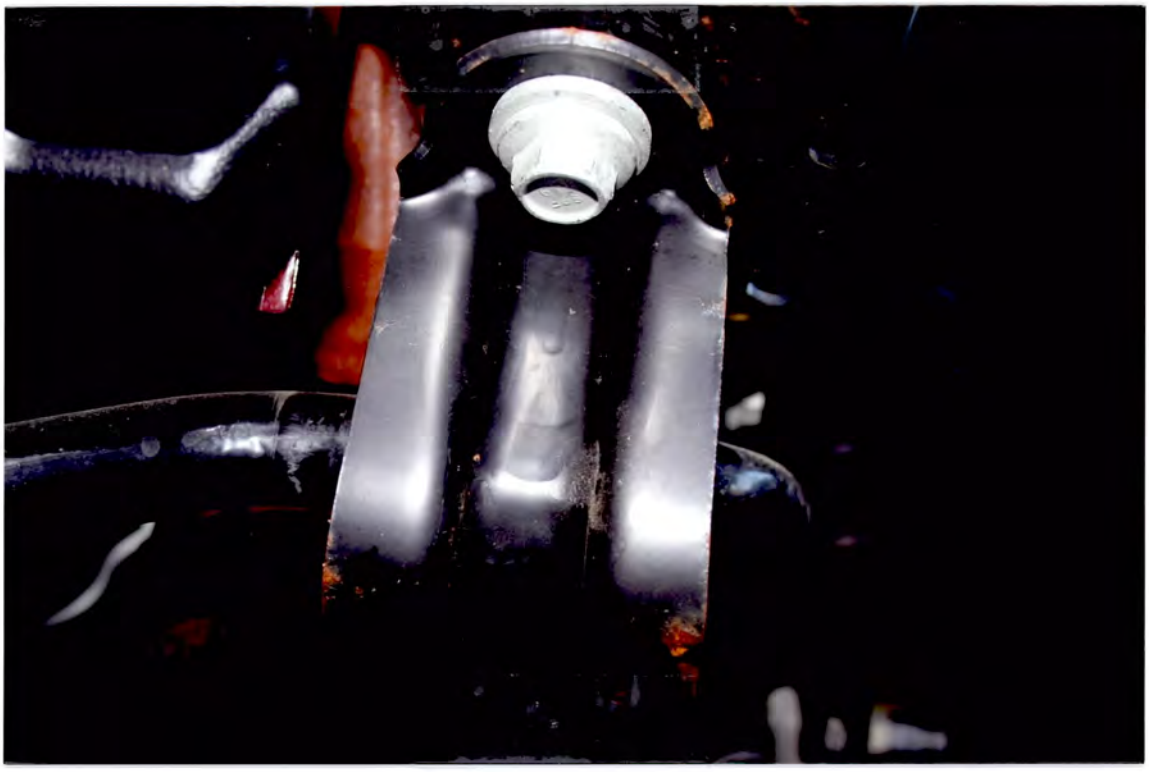

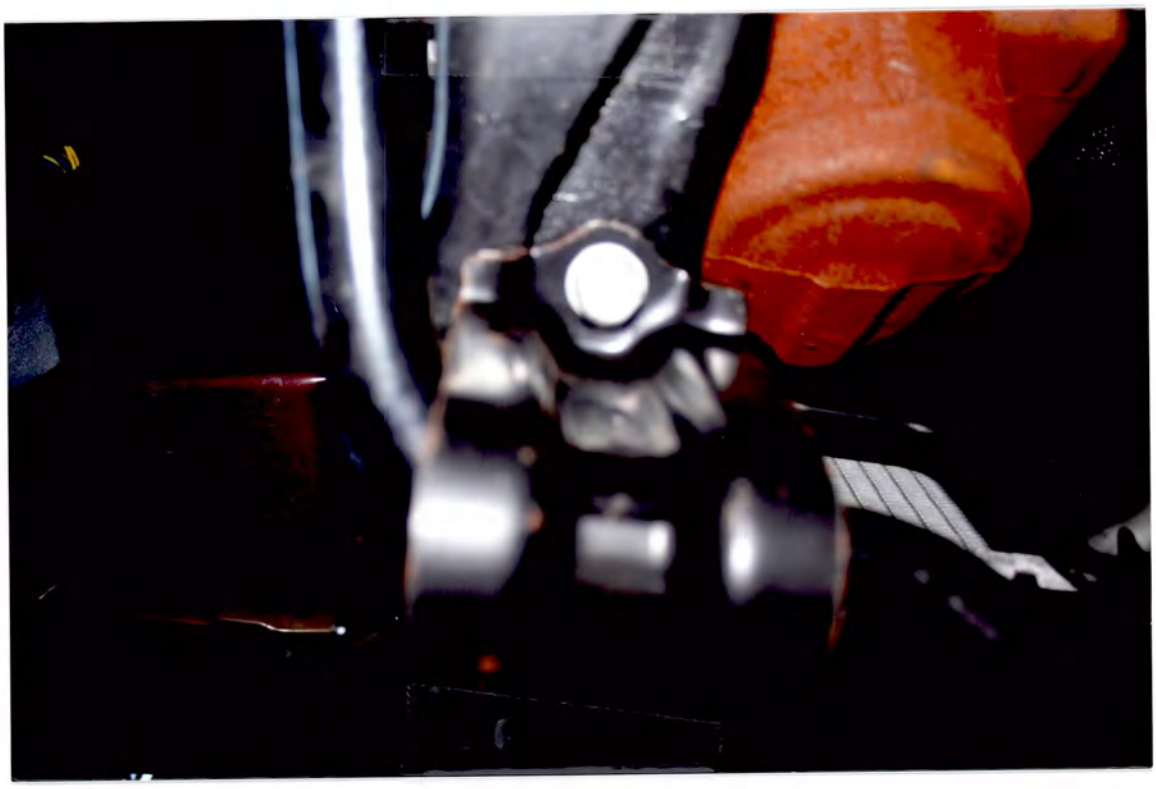

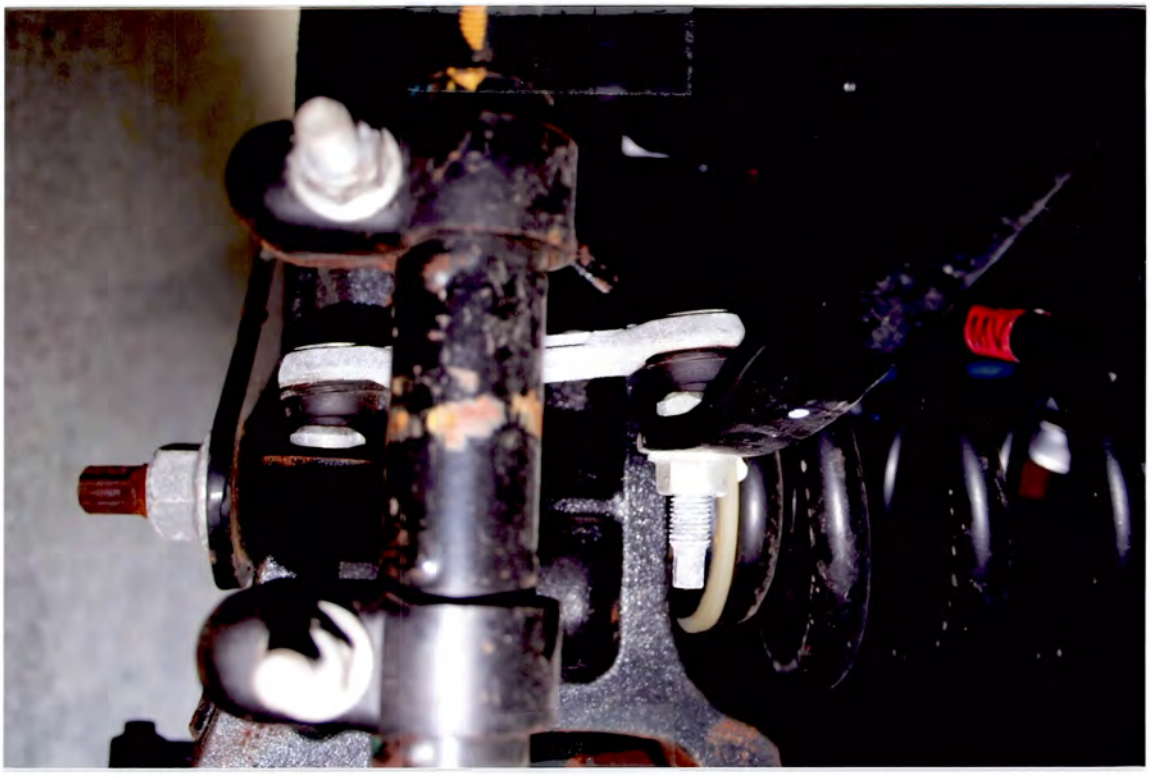

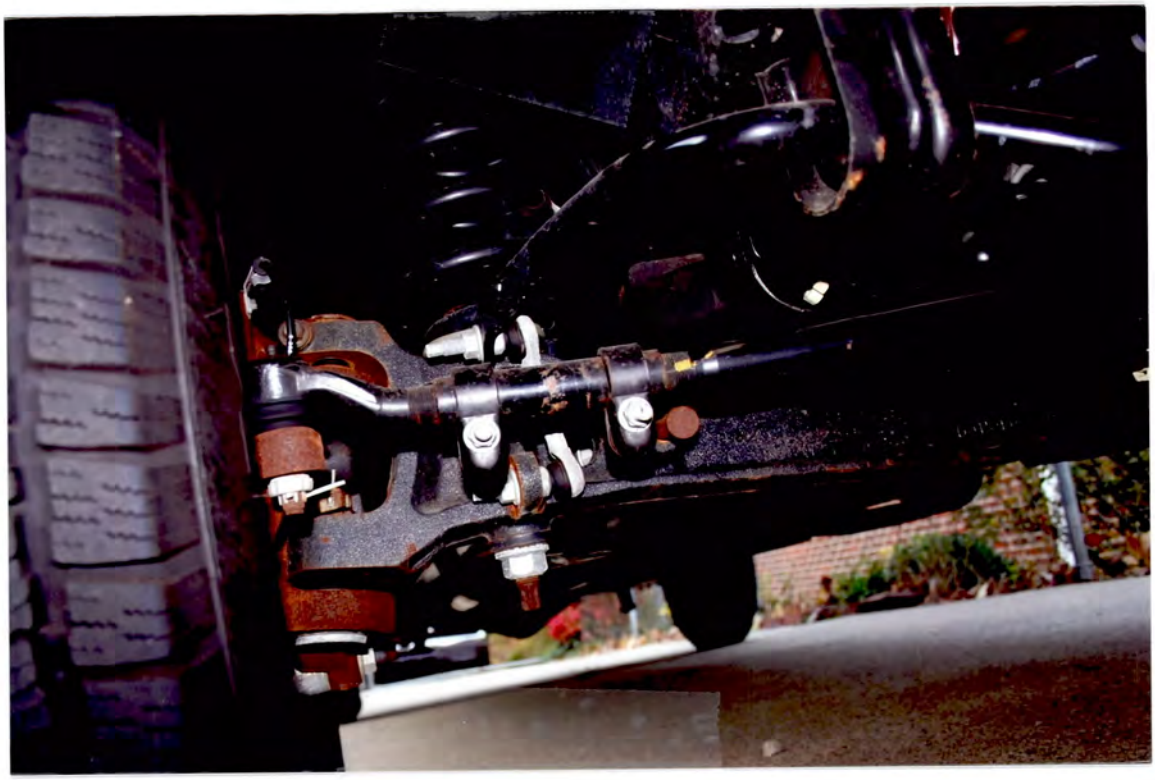


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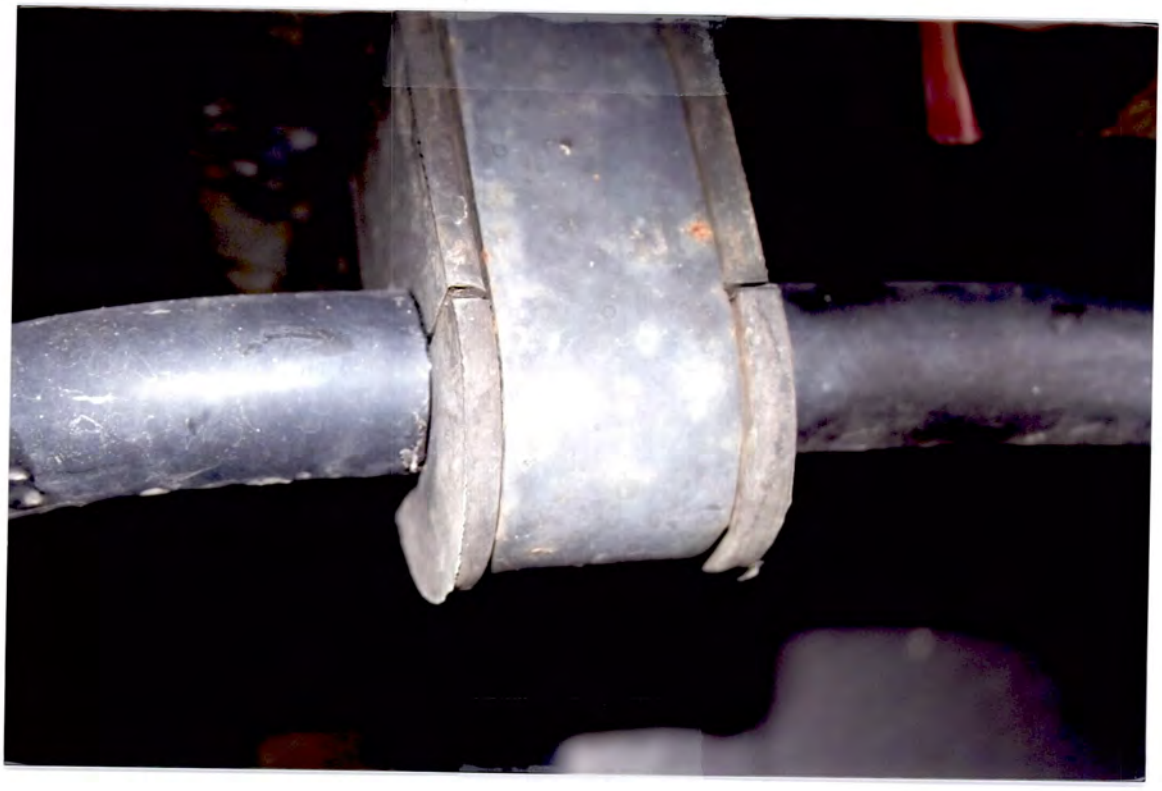

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