

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CL-10409490-4473

August 2, 2011

FAX ONLY
(202) 366-3081

MR FRANK BORRIS
DEFECTS INVESTIGATION
U S DEPT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADM
1200 NEW JERSEY AVE SE WEST BLDG
WASHINGTON DC 20590

RE: FORD E-150 VAN WAGONS (2008-2011)

Dear Mr. Borris:

I purchased a 2011 Ford E-150 Van Club Wagon. Practically my entire adult life I have owned Ford Club Van Wagons. My Van Wagon has only 1,000 miles on the odometer.

Enclosed you will find the following:

- Safercar.gov where I registered. The TCN Number is FBN22-10378 and the ODI number is 10409490.
- Complaint ODI ID #10375895.
- Safercar.gov Service Bulletin Summary Models 2008-2010, TSB 09-20-7, NHTSA Item No. 1032624.
- E-150 Technical Service Bulletin dated April 1, 2010, NHTSA Reference No. 10032624, TSB Reference No. TSB-09-20-7 – Steering, Steering Linkages, Link Connections, Power Assist System, Front Control Arm Lower Ball Joint.
- Woodall's Open Roads Forum posted August 4, 2010 describing control issues, bad steering, wandering and sway.
- Fax of June 21, 2011 to the dealership.
- Faxes of July 5, 2011 to Downtown Ford Dealership.
- Complaint registered with Ford Motor Company via email dated July 6, 2011.
- July 7, 2011 fax to the local dealership – Downtown Ford.
- July 15, 2011 fax to the Engineering Operations Customer Service Division Ford Motor Company – no response received.
- July 28, 2011 fax to dealership.
- July 29, 2011 fax to dealership.
- August 2, 2011 fax to dealership.
- My history of E-150 Van Club Wagon ownership.
- Many emails to Ford's Customer Service Dept. are available upon request.

All of the E-150's from 2008 including 2011 have the same sway, wandering or whatever control issue you want to call it. It is easy to locate a 2011 model and take it out on the

August 2, 2011
Mr. Frank Borris

Page 2 of 2

highway and bring it up to 70 mph and then start jerking with the steering wheel as if you are trying to avoid a hazard. The dealership and the Ford engineer out of Cincinnati acknowledged steering/sway problems but have dismissed same somehow justifying if control issues are specific to all E-150's that Ford is going to ignore the dangers. Please pay particular attention to my faxes of July 29 and July 28 to the dealership.

Please observe that the control, sway and wandering is experienced between 50 mph and 80 mph and is most prominent above 70 mph. Ford's engineer out of Cincinnati admitted the problem and made recommended adjustments that did not work but now wants to shove it off as being acceptable because the dangers are indicative to all E-150's. This is something that is overly apparent, as problems on this E-150 van have been continually reported from 2008 through 2011 year models and I suspect Model 2012 will be no different.

The sway bar "walks side to side" and is 50-75% smaller in diameter than earlier models. My 2005 had the larger sway bar inserted into the frame and I-beam. The 2011 model is a newer design using tabs and links. Also, there could be bad rubber in all of the frame bushings - one of the shock absorber bushings is cracking and splitting. Finally, the "Load E" tires with 10-ply sidewalls could be a contributing factor.

On one final note, my personal mechanic indicated that on a brand new van and for that matter any van "a gear mesh load adjustment" should be avoided at all costs because the adjustment on a new model could create more problems than what currently exist. I am under the impression that the gear mesh load adjustment should be considered as a last resort and typically this adjustment occurs after the vehicle has experienced some age and should certainly not be necessary the day after the vehicle is manufactured. Accordingly, the E-150 Service Bulletin referencing the "steering gear mesh load adjustment" is a questionable fix for new models and should be viewed as a cover up for whatever is causing the "sway" or "wandering".

As this fax was being composed, you called me back on August 2. You wanted me to carbon Mr. Andy Reed in your office.

I currently have a 2005 E-150 that to this day does not have control issues.

Please act on this before someone gets killed.

[REDACTED]
Louisville KY

[REDACTED]
Cal [REDACTED]

cc: **FAX ONLY**
(202) 366-1767
MR ANDY REED

Safety Complaint Portable Form

- Step 1: Complete this form.
- Step 2: Click here to save the form to your computer.
- Step 3: Click here to access the upload web page.

Temporary Complaint Number (TCN): FBN22-10378

This PDF document is secured and the content is protected

Required Information in Bold

Form Approved: O.M.B. No. 2127-0008

Vehicle Identification Number (VIN) (See instructions on the next page to locate the VIN.)

1	F	M	N	E	1	S	W	1	B	D							
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	

Select/Enter Make

FORD

Enter Model

E-150 VAN WAGON

Select/Enter Year

2011

Approximate Incident Date

For multiple incident dates enter the first date of occurrence.

08/18/2011
(mm/dd/yyyy)

Was there a Crash? Yes No

Was there a Fire? Yes No

Failure Mileage miles

For multiple incidents enter the first failure mileage.

Number of Persons Injured, if any

Speed (at time of incident) mph

Number of Deaths, if any

Description (up to 1800 characters)

800 characters remaining

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database. Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc.).

This vehicle a 2011 E-150 Ford Van Wagon has power assisted steering. Same problems experienced to a lesser degree reported in 2 complaints filed on the 2010 E-150. See ODI ID#10375895. Steering becomes uncontrollable starting at 50 mph and becomes progressively worse as speed increases to 75 mph. The 2 prior incidences referenced above occurred between 50-75 mph. Any slight adjustments by driver, especially at 70 mph, creates sway conducive to rollover. It seems as if the "power assist" interferes with driver's control of steering wheel. At higher speeds, over-steer is created and when the driver makes a correction, a swaying effect is created. As speed increases, the power assist function is supposed to diminish, giving driver full control. Technicians at dealership confirmed above symptoms and stated an engineering problem because alignment was according to specs. First occurrence was when there was only 60 miles on the odometer. Thereafter what is described occurred every time in the range between 55-75 mph. Steering and handling is extremely dangerous at speeds above 55 mph.

If your component is not listed below, please describe the component in the above description field.

Failed Component 1

Steering

Failed Component 2

Select the Component

Failed Component 3

Select the Component

[REDACTED]

From: US DOT NHTSA [PortableSafetyComplaint@dot.gov]

Sent: Wednesday, June 22, 2011 12:20 PM

To: [REDACTED]

Subject: Your Portable Form has been successfully processed by NHTSA/ODI
The Portable Form that you submitted has been successfully entered into our system.

Your Temporary Complaint Number (TCN) was: **FBN22-10378**

Your complaint identification number (ODI Number) is: **10409490**

The ODI Number listed above can be used to view your complaint on our website. It is a direct link to your complaint and can also be entered in the Search Complaints section of our site. Your complaint should become available for viewing within three business days of this notice.

Thank you for helping in our quest to improve the safety of our Nation's roadways for all of the motoring public. NHTSA technical staff members review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defect trends. The NHTSA complaint database provides valuable information to other consumers and to manufacturers.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

If you have questions regarding these emails, please go to our [Contact](#) Web page.



Complaints - Search Results

2 Record(s) Displayed.

Report Date : June 20, 2011 at 10:18 PM
 Search Type : VEHICLE
 Year : 2010
 Make : FORD
 Model : E-150

Make : FORD Model : E-150 Year : 2010
 Manufacturer : FORD MOTOR COMPANY
 Crash : No Fire : No Number of Injuries : 0
 ODI ID Number : 10375895 Number of Deaths : 0
 Date of Failure: May 4, 2010
 VIN : Not Available
 Component: STEERING

Summary:

12/1/2010 EXPLANATION OF TWO LIFE THREATENING SITUATIONS SITUATION ONE: ON MAY 4, 2010, I THE CONSUMER, WAS DRIVING FROM JOHNS CREEK, GEORGIA TO CHATTANOOGA, TENN. THE TRIP WAS ON GEORGIA HWY 400 SOUTH FROM OLD MILTON PKWY TO I-285 WEST AND NORTH ON I-75. THE TIME WAS BETWEEN 3:30 PM AND 5:30PM. THE VAN WAS DIFFICULT TO CONTROL AND WAS MOVING FROM THE LEFT TO THE RIGHT SIDES OF THE TRAFFIC LANE. THE TRAFFIC WAS CONSIDERED NORMAL FOR I-75 WITH 18 WHEEL TRUCK AND PASSENGER CAR TRAFFIC. THE VAN WAS DRIVEN WITH THE FLOW OF TRAFFIC APPROXIMATELY BETWEEN 65 AND 75 MPH. IN THE DALTON, GEORGIA AREA OF I-75 THE VAN WAS APPROACHING AN OVERPASS. AT THE OVERPASS THE PAVEMENT MUST HAVE CHANGED IN LEVEL BECAUSE THE VAN JUMPED IN THE AIR AND TURNED SLIGHTLY TO THE LEFT APPROACHING THE LEFT GUARD RAIL. FORTUNATELY, THE CONSUMER DRIVER WAS ABLE TO REGAIN CONTROL BEFORE HITTING THE GUARD RAIL OR THE TRUCK ON THE RIGHT. THE VAN WAS RETURNED TO CHEROKEE FORD ON MAY 5, 2010 FOR CORRECTION OF THE DIFFICULT CONTROL PROBLEM. THE PROBLEM HAS NOT BEEN REPAIRED TO DATE. SITUATION TWO: ON OCTOBER 15, 2010 I THE CONSUMER, WAS DRIVING SOUTH ON GEORGIA HWY 400 FROM OLD MILTON PKWY TO THE ABERNATHY EXIT. THE TIME WAS BETWEEN 2:30PM TO 2:45PM. TRAFFIC WAS HEAVY WITH PASSENGER CAR TRAFFIC AND THE VAN WAS TRAVELING IN THE MIDDLE LEFT LANE OF THE FOUR LANE HIGHWAY. TRAFFIC SPEED WAS NORMAL FOR GEORGIA 400 ABOUT 65 TO 75 MPH. THE VAN WAS DIFFICULT TO CONTROL AND WAS MOVING FROM THE LEFT TO THE RIGHT SIDES OF THE TRAFFIC LANE, SIMILAR WITH SITUATION ONE. FOR NO APPARENT REASON AND WITH NO CHANGE IN THE STEERING WHEEL DIRECTION THE VAN WENT LEFT INTO THE FAR LEFT LANE. I TRIED TO RETURN TO THE MIDDLE LEFT LANE, BUT THE VAN WOULD NOT RESPOND WITH A SLIGHT TURN TO THE RIGHT. AFTER SOME DISTANCE, UNKNOWN, THE VAN DID RESPOND AND RETURNED TO THE MIDDLE LEFT LANE.

Make : FORD Model : E-150 Year : 2010
 Manufacturer : FORD MOTOR COMPANY
 Crash : No Fire : No Number of Injuries : 0
 ODI ID Number : 10375895 Number of Deaths : 0
 Date of Failure: May 4, 2010
 VIN : Not Available
 Component: STEERING:WHEEL AND HANDLE BAR

Summary:

12/1/2010 EXPLANATION OF TWO LIFE THREATENING SITUATIONS SITUATION ONE: ON MAY 4, 2010, I THE CONSUMER, WAS DRIVING FROM JOHNS CREEK, GEORGIA TO CHATTANOOGA, TENN. THE TRIP WAS ON GEORGIA HWY 400 SOUTH FROM OLD MILTON PKWY TO I-285 WEST AND NORTH ON I-75. THE TIME WAS BETWEEN 3:30 PM AND 5:30PM. THE VAN WAS DIFFICULT TO CONTROL AND WAS MOVING FROM THE LEFT TO THE RIGHT SIDES OF THE TRAFFIC LANE. THE TRAFFIC WAS CONSIDERED NORMAL

safercar.gov**Service Bulletins Summary****Make / Models:**

FORD / E-150

FORD / E-250

FORD / E-350

Model/Build Years:

2008-2010

2008-2010

2008-2010

Service Bulletin Number:

TSB-09-20-7

NHTSA Item Number:

10032624

Summary:

FORD: STEERING WANDER. SOME VEHICLES MAY EXHIBIT STEERING WANDER OR FREE PLAY. STEERING GEAR MESH LOAD ADJUSTMENT. FRONT END ALIGNMENT MAY BE ADJUSTED TO IMPROVE THE WANDER/FREE PLAY CONDITION. STICKY ON CENTER FEEL MAY ALSO BE DUE TO BALL JOINT TIGHTNESS AND/OR HIGH FRICTION/RUBBING OF THE INTERMEDIATE SHAFT BOOT. *PE

[Close Window](#)

FORD PROBLEMS

2010 FORD E-150 TSBS

7 E-150 Technical Service Bulletins

Technical Service Bulletins, or TSBs for short, are notifications made directly by Ford to help automotive technicians diagnose and repair commonly reported E-150 problems. Interested in how this information is collected? [Read more about TSBs.](#)

Recent 2010 E-150 TSBs**STEERING**

- **Date Reported** APRIL 01 2010
- **NHTSA Reference** #10032624
- **TSB Reference** #TSB-09-20-7

Description: FORD: STEERING WANDER. SOME VEHICLES MAY EXHIBIT STEERING WANDE FREE PLAY. STEERING GEAR MESH LOAD ADJUSTMENT. FRONT END ALIGNMENT MAY BE ADJUSTED TO IMPROVE THE WANDER/FREE PLAY CONDITION. STICKY ON CENTER FEEL M ALSO BE DUE TO B

[Repair Information for NHTSA #10032624 \(http://www.carcomplaints.com/repair_manual.shtml\)](http://www.carcomplaints.com/repair_manual.shtml)

STEERING:LINKAGES:LINK:DRAG:CONNECTION

- **Date Reported** APRIL 01 2010
- **NHTSA Reference** #10032624
- **TSB Reference** #TSB-09-20-7

Description: FORD: STEERING WANDER. SOME VEHICLES MAY EXHIBIT STEERING WANDE FREE PLAY. STEERING GEAR MESH LOAD ADJUSTMENT. FRONT END ALIGNMENT MAY BE ADJUSTED TO IMPROVE THE WANDER/FREE PLAY CONDITION. STICKY ON CENTER FEEL M ALSO BE DUE TO B

[Repair Information for NHTSA #10032624 \(http://www.carcomplaints.com/repair_manual.shtml\)](http://www.carcomplaints.com/repair_manual.shtml)

STEERING:LINKAGES:DRAG:POWER ASSIST SYSTEM

- **Date Reported** APRIL 01 2010
- **NHTSA Reference** #10032624
- **TSB Reference** #TSB-09-20-7

Description: FORD: STEERING WANDER. SOME VEHICLES MAY EXHIBIT STEERING WANDE FREE PLAY. STEERING GEAR MESH LOAD ADJUSTMENT. FRONT END ALIGNMENT MAY BE ADJUSTED TO IMPROVE THE WANDER/FREE PLAY CONDITION. STICKY ON CENTER FEEL M ALSO BE DUE TO B

[Repair Information for NHTSA #10032624 \(http://www.carcomplaints.com/repair_manual.shtml\)](http://www.carcomplaints.com/repair_manual.shtml)

SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT

- **Date Reported** APRIL 01 2010
- **NHTSA Reference** #10032624
- **TSB Reference** #TSB-09-20-7

Description: FORD: STEERING WANDER. SOME VEHICLES MAY EXHIBIT STEERING WANDE FREE PLAY. STEERING GEAR MESH LOAD ADJUSTMENT. FRONT END ALIGNMENT MAY BE ADJUSTED TO IMPROVE THE WANDER/FREE PLAY CONDITION. STICKY ON CENTER FEEL M ALSO BE DUE TO B

[Repair Information for NHTSA #10032624 \(http://www.carcomplaints.com/repair_manual.shtml\)](http://www.carcomplaints.com/repair_manual.shtml)

ENGINE AND ENGINE COOLING:ENGINE

- **Date Reported** DECEMBER 15 2010
- **NHTSA Reference** #10039134
- **TSB Reference** #TSB-10-25-6

Description: FORD: THERE MAY BE A LACK OF POWER ON ACCELERATION DUE TO A RESTRICTION AT THE ENGINE AIR CLEANER INLET. 2010 E-150/250/350/450. *RM

[Repair Information for NHTSA #10039134 \(http://www.carcomplaints.com/repair_manual.shtml\)](http://www.carcomplaints.com/repair_manual.shtml)

ELECTRICAL SYSTEM: SOFTWARE

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> **Pleasureway Excell steering issues**[Reply to Topic](#) | [Subscribe](#) | [Print Topic](#) | [Post New Topic](#) | [Oldest first](#)Page 1 of 3
[Next](#)**Riderwriter**

Posted: 08/04/10 03:25pm

[Link](#) | [Quote](#) | [Print](#) | [Notify Moderator](#)Santa Clarita
CA.

New Member

Joined:
02/11/2008[View Profile](#)

Offline

Be aware that many 2008 through 2010 Ford E150, E250 and E350 vans have a bad steering "wandering" problem. Ford has been less than forthcoming in admitting to this problem, I guess it takes fatalities before any thing is done. After spending over \$2,000 in new tires, steering stabilizer, etc. over a period of one year we finally got the manufacturer to replace the steering box on our new 08 Pleasurway Excell, which is on a Ford E350 chassis. We can now finally drive our new RV at the speed limit and keep it on the road. If you are considering any Class B RV on a Ford chassis, I strongly advise you to test drive it on the highway at 65 to 70 mph for at least 10 to 15 minutes first. Also, beware of Hancock Tires. We had one explode on us while driving and many other RVers have had similar problems with them. Insist on different tires, you will have to replace them anyway and perhaps avoid a possible accident.

We bought our RV one year ago this month from Mc Mahon RV in Irvinde CA. After one year, we have yet to receive as much as the courtesy of a return phone call. Our calls to the "service" department were answered by a rude employee who hung up on us before we could relate our problem. Be aware, there are many other RV models and Dealers out there. Do your homework prior to buying, I wish we had.

Handbasket

Posted: 08/04/10 03:44pm

[Link](#) | [Quote](#) | [Print](#) | [Notify Moderator](#)

Asheville, NC

Senior Member

Joined:
01/17/2003[View Profile](#)

Glad you got it fixed finally! I know from personal experience what a headache an ill-driving B can be, tho' mine was an older Dodge. Hard to call it a vacation when your neck is cramped from tension and your arms are limp from wrestling the wheel. From reading here, does yours have the rear air bags? They seem to help some folks.

Riderwriter wrote:

..... If you are considering any Class B RV on a Ford chassis I strongly advise you to test drive it on the highway at 65 to 70 mph for at least 10 to 15 minutes first.....

That's been in the FAQ's here for several years. I think it's based on my and some other folks experiences. It might be good to re-write it and put a bit more emphasis on its importance even when buying new, tho'. To your statement, I would add "amongst fast-passing big trucks," and I'd extend it to any RV. There's a lot of threads on the C forum about poor driving manners, too.

Jim, "The meek shall inherit the Earth... for they are too weak to refuse it."

'06 Tiger CX 'C Minus' on a Silverado 2500HD 4x4, 8.1 & Allison (aka 'Loafer's Glory')
www.tlgermotorhomes.com

Islandman

Posted: 08/04/10 04:03pm

[Link](#) | [Quote](#) | [Print](#) | [Notify Moderator](#)

NW

Washington

Senior Member

Joined:
02/18/2007

We've never had any steering problems with our 2001 PW Excel on the Dodge 3500 chassis. The original tires were Michelin LTX A/S which were fine but I replaced them since they were nine years old. My new tires are Toyo H/T Open Country which have a little stiffer sidewall; purchased Toyo since we got a good buy from the local dealer. However the unit handles the same as before and we've driven it on many different types of roads. Have heard that in addition to the Ford based units that some of the older Dodge chassis had handling

June 21, 2011

FAX ONLY
583-4416

MR GARY COLLINS
DOWNTOWN FORD INC
809 S FIFTH ST
LOUISVILLE KY

(**FAXED**)

RE: 2011 E-150 FORD VAN WAGON
VIN #1FMNE1BW1BD [REDACTED]

Dear Mr. Collins:

Please see the attached explanation that was submitted to Ford Motor Company at their website of corporate.ford.com/owner-ford/contact-ford.

I spoke with your Service Manager, Virginia. As mentioned in the explanation that was provided, your service technicians experienced the same thing as I did as to speeds in excess of 50 mph and resulting problems with the power assist steering system.

Enclosed are two life-threatening situations that occurred as recorded under safercar.gov. This describes control issues between 65 and 75 mph.

I am happy to accommodate Virginia's suggestion of the procedure we have to go through; however, it should not be necessary as your technicians, on an earlier warranty service request experienced the same thing and they will inform you that they were so concerned they started calling around town to find out what could be the problem. Downtown Ford has, in my opinion, the best technicians and the best sales staff and employees of any dealership that I have ever dealt with.

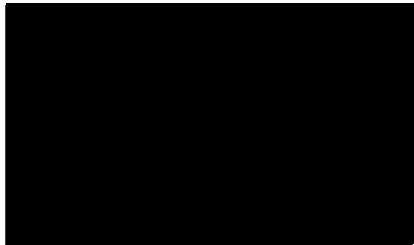
It seems as if the driver loses control of steering when 50 mph is exceeded. Consequently, the power assist system appears to be working properly at lower rates of speed. Your technicians will confirm that the specs checks out. This is a design issue.

I could live with the fact that if I ordered a vehicle and it came in with the wrong color or wrong interior – but not a steering issue at a high rate of speed that would most definitely contribute to rollover.

If the vehicle cannot be repaired, I need a full refund of what I paid for the vehicle. This is a very serious issue and the near death experiences reported by consumers at safercar.gov is adequately sufficient to expect that the problem is either adequately addressed or a full refund is made back to me.

June 21, 2011
Mr. Gary Collins

Page 2 of 2



Louisville KY

Extension
- Cell

cc: FAX ONLY
584-2278
MR HEYDON WILSON
VIRGINIA - SERVICE MGR

(FAXED)

COPY

July 5, 2011

RE: 2011 ECONOLINE FORD CLUB VAN WAGON
VIN# 1FMNE1BW1BD [REDACTED]

I am dropping this vehicle off on Tuesday, July 5, 2011.

Virginia in your Service Department scheduled your Service Manager to try to test drive the vehicle at 7 AM Wednesday morning July 6th.

I would recommend that the Service Manager sit in the passenger side. A technician should be at the steering wheel. Proceed to 70 mph and the technician should maneuver the steering wheel as if there must be a quick correction. The steering wheel at 70 mph is going to have to be manipulated.

The symptoms described in the enclosed paper work has presented itself every time in the 55-75 mph range. The control issues as especially prominent around 70 mph which is the speed that I would recommend that the steering wheel be manipulated to create what we have experienced every time that we have exceeded the 55 mph range.

I pull a boat and this is going to create a whipping effect and be grossly exaggerated at the end of the boat trailer. My boat trailer is wider than the wheel base of the van which is not uncommon.

This is the second time that the vehicle has been brought in for the same issue. Also, please examine the two complaints that I registered with Ford Motor Company, as well as the complaint that I registered with the US Department of Transportation – the National Highway Transportation Safety Administration.

Downtown Ford's technicians experienced the same thing as described and tried to explain it away indicating that they had made several calls and came to the conclusion that engineering changes were attributed to what I was experiencing. The steering and control is not normal between the range of 55 – 70 mph and is especially prominent at 65-75 mph.

All the paper work is enclosed including two previous faxes sent to Gary Collins.

[REDACTED]
Louisville KY [REDACTED]
[REDACTED]

FAXED

July 5, 2011

VIRGINIA - SERVICE MANAGER
DOWNTOWN FORD
809 S 5TH ST
LOUISVILLE KY 40203

FAX ONLY
584-2278

RE: 2011 EONONLINE FORD CLUB VAN WAGON
VIN# 1FMNE1BW1BD [REDACTED]

Dear Virginia:

Thanks for calling a little after 11 AM. You wanted me to "duplicate" symptoms of steering and control issues for your shop foreman on Wednesday morning, July 6th. I thought about that and came to the conclusion that it was inappropriate for me to take the risk to recreate something that I feel is dangerous. I believe it to be ill advised to ask me to duplicate a maneuver even if someone else perceives the danger factor is minimal.

Your technicians the first time the vehicle was brought in confirmed to me that they duplicated the steering control issues. They called Ford Motor in Michigan, then called around town. When I picked up the vehicle, I was told that there were spring, tire and other changes perhaps causing the problems, but according to everyone that they spoke with, these issues appeared to be inherent in the manner in which the vehicle was built.

Control problems first arose after my son borrowed the van when it only had 40 miles on the odometer. This was the first time that the vehicle had exceeded 50 mph. I asked my wife the first time that she was on the X-way, she experienced control problems at 60 mph. Up until June 17th, I had not driven the van beyond 40 mph. I traveled to Scottsville that weekend and experienced the control/steering issues constantly in the mph range of 55-75.

Everyone in my family that has driven Ford Club Wagons all their lives brought this problem to my attention. I experienced it myself and so did your technicians who are fully capable of duplicating the symptoms without my assistance.

Simply have your technicians get the van up to 70 mph and manipulate the steering wheel while you are in the passenger seat. You will experience what everyone else has experienced.

Please note the two near death catastrophes registered under ODI ID#10375895. This was on a 2010 model and occurred between 65-76 mph.

There is virtually no play at all in the steering wheel and when you slightly move it to the right, it goes toward the shoulder of the road very quickly; then when you try to correct the over steer, that is when the vehicle sways. This is what I experienced to a lesser degree mainly because my consciousness was already elevated based upon the experiences of my wife and son.

[REDACTED]

Louisville KY

[REDACTED]

From: [REDACTED]
Sent: Wednesday, July 06, 2011 12:03 PM
To: 'crcfmc@ford.com'
Subject: Complaint #0428441741, VIN #1FMNE1BW1BD [REDACTED]

Dear Mr. Marnelli:

Thanks for your email of June 29. For reference purposes, it is attached. Please be aware that the following attempts have been made thus far to repair the above identified vehicle:

- In the dealership repair shop on May 17 and May 18.
- A fax to Gary Collins, President of Downtown Ford Inc. which is the dealership where the vehicle was purchased.
- Fax to Heydon Wilson dated June 21, 2011 – Sales Rep at the dealership.
- Complaint reference number above acknowledged by Jane on June 23.
- Follow up email to Jane dated June 27, 2011.
- Your reply to the above follow-up email to Jane in which the attached was received from you on June 29, 2011.
- Two separate faxes to Virginia at the Customer Service Dept. of Downtown Ford.
- Vehicle dropped off on July 5 at the dealership.
- Phone conversation with Virginia on July 5 after drop off.
- On June 29, 2011, I attempted to contact the Vehicle Evaluation Office at 850 Miller Road, Avon Lake OH 44012, phone 440-833-1200.

A Zone Manager needs to inspect the vehicle at the dealership. A Ford engineer also needs to be present.

[REDACTED]
Louisville KY
[REDACTED]

-----Original Message-----

From: crcfmc@ford.com [mailto:crcfmc@ford.com]
Sent: Wednesday, June 29, 2011 12:57 PM
To: [REDACTED]
Subject: Ford Motor Company

Dear [REDACTED]

My name is Marnelli from the Ford Customer Relationship Center and I will address the Steering System concern of your 2011 Ford E-150.

Let me first apologize for any miscommunication that may have occurred with regards to the previous reply. I understand the stress that you are experiencing with the vehicle's Steering Control System problem, considering your worries on accident prevention and safety. Again, I am truly sorry for the negative experience that you are having whenever you use your vehicle. This must have been very frustrating for you and your family.

On a different note, I would like to thank you for writing us back to bring this to our attention. I am thankful that no serious injury resulted from the vehicle's Steering System condition. I understand your concern lies in saving lives and accident prevention. Therefore, this symptom has been documented properly and will be utilized by the right department for future improvements.

In Addition, you may share this experience as a suggestion to Ford Motor Company to further improve the quality of our products. To share general ideas with Ford Motor Company on how we can enhance our products and services, please visit The Ford Story at <http://www.thefordstory.com/>, then go to "Your Ideas". Here consumers can voice their opinions on what they would like to see in their next vehicle, such as additional security features, more convenience items, and so on.

The Ford Story is also a place where you can share your experiences on owning a Ford or Lincoln product, get the latest updates on what is happening within the company, or catch up on exciting technologies and concepts being explored

7/6/2011

July 7, 2011

FAX ONLY
584-2278

VIRGINIA – SERVICE MANAGER
DOWNTOWN FORD
809 S 5TH ST
LOUISVILLE KY 40203

FAXED

RE: 2011 ECONO LINE FORD CLUB VAN WAGON
VIN# 1FMNE1BW1BD [REDACTED]

Dear Virginia:

Thank you very much for phoning at 11:30 a.m. on July 6.

You indicated that on the afternoon of July 5 you were on the passenger side and while traveling approximately 70 mph you did experience sway and control issues as I had previously described. These were the same symptoms confirmed by your technicians when I initially brought the van in for inspection for possible repairs back on May 18, 2011.

You also confirmed that you were the passenger on a test drive of another E-150 van and the same symptoms were experienced. You were concerned enough to call in a Ford field representative and requested that a Ford engineer be present. You stated further attempts would be made to diagnose what was creating the symptoms. You anticipated that a test drive with the Ford representative and the Ford engineer would occur sometime during Friday.

I want to thank you very much for your professional courtesies. You were kind enough to ask if I needed the van back but I have made other arrangements.

I anticipate that your test drives were under ideal conditions as I do not recall any type of turbulent weather on July 5 or on the morning of July 6. Thanks for having the additional foresight to call in the Ford representative and Ford engineer to assess the sway/control problem.

You are a valuable asset to the dealership. Have a good day!

[REDACTED]
Louisville KY
[REDACTED]

July 15, 2011

ENGINEERING OPERATIONS
CUSTOMER SERVICE DIV
PO BOX 1904
DEARBORN MI 48121

RE: SWAY CONTROL ISSUES – 2011 E-150 VAN WAGON
VIN# 1FMNE1BW1BD [REDACTED]

Gentlemen:

The first time the van was taken beyond 55 mph a sway control issue was experienced. This is an every time occurrence when traveling over 55 mph. It is symptomatic to creating conditions conducive to "rollover".

The sway control issue has been confirmed by the dealership's technicians, the shop foreman, the service manager and the engineer that you sent in out of Cincinnati OH, Mr. James Michnya.

The service manager at the dealership could not believe what she was experiencing and took another 2011 E-150 van wagon off the lot and experienced the exact same thing.

Your Customer Relationship Center is a joke. This is evidenced by the enclosed file.

There is going to be a serious accident causing death sooner or later; consequently, I felt compelled to register a complaint with Safercar.gov. I have purchased E-150 vans all my life. My entire family has driven said vans.

There is an obvious issue because the engineer was going to "research the problem" and then contact me. I haven't heard a word and my van is still at the dealership.

I know what is normal and what is safe and not safe. Every member of my family experienced the same thing confirmed by technicians, by two managers at the dealership and now by the engineer. It is not isolated but something that happens every time once 55 mph is exceeded.

The primary reason I bought the van was to going to pull my boat and trailer. With the swaying effect the boat is going to experience whiplash, go into a ditch or cross the center line and then there are more risks of a serious accident.

I do not want to talk to a foreigner in your Customer Relationship Center. Further, I am not going to tolerate an answer of "it is within specifications".

The bottom line is if the engineer out of Cincinnati OH has been perplexed for a week and has no clue as to what is causing the problem, then this means it is serious and it is inherent in all E-150 models within a range of 50-80 mph. The problem is the sway is most severe at the higher rate of speed meaning that the probability of a serious accident occurring is at the highest rate of speed.

On the same type of van, year 2010, it appears that there were two near death experiences reported at Safercar.gov, which based on the description of what happened was the result of "sway and control problems" inherent in the design.

Throughout the day I can be reached at [REDACTED] Extension [REDACTED] I am expecting an immediate response and phone call.

Yours truly,

[REDACTED]
Louisville KY [REDACTED]

July 28, 2011

FAX ONLY
584-2278

VIRGINIA – SERVICE MANAGER
DOWNTOWN FORD
809 S 5TH ST
LOUISVILLE KY 40203

RE: 2011 ECONOLINE FORD CLUB VAN WAGON
VIN# 1FMNE1BW1BD [REDACTED]

Dear Virginia:

Thanks for staying after work when I picked up the van which I believe was Thursday at approximately 5:30, July 21. Your shop foreman was also present. He confirmed that he had made some adjustments to the caliper and I believe the "gear mesh". At the time it was admitted that these adjustments did not eliminate the sway but thought it had been perhaps reduced to a tolerable safe level.

I took the van out for a test drive on the evening of July 27. The sway issue is still present. Several times I drove it on a straight and narrow path and then tried an avoidance maneuver as if I had to avoid a hazard in the highway. I encountered an unacceptable level of sway.

That same evening my wife was at the controls. She indicated she experienced sway on the curve of the ramp between I-264 and I-64. She stated the sway level was unacceptable and she was afraid to exceed 50 mph.

Next, on the morning of July 28 I had a good friend that I consider to be one of the best drivers I have ever met to take a short trip to Shelbyville in the van. When he returned the van to me his comments were that the sway was not tolerable. He indicated that on curves the wheel had to be turned to 5:00 which otherwise the wheel for the same curve on most vehicles would be turned to 2:00. As the wheel comes back to 12:00, sway is experienced.

I plan to seek the opinion of my mechanic who at one time was Ford certified and had spent many years in the Service Dept. at Oxmoor/Star Ford. I'll see what he has to say. Meanwhile, I would suggest that you talk to the engineer in Cincinnati.

Something that resonated with me was a comment made by your shop foreman. You were there when your shop foreman stated that the Ford engineer, Mr. James Michnya, produced enough sway to where your shop foreman had to tell the engineer to stop because he did feel safe on the passenger side.

I do not believe we have found either answer or an acceptable solution. If there is a lot of play in the wheel then this might explain the "wandering" reported by E-150 consumers. Then when one tries to correct the wandering; sway is created when maneuvering a curve.

I'll be back in touch and I appreciate your concern.

[Redacted]

Louisville KY

[Redacted]

(FAXED)

July 29, 2011

FAX ONLY
584-2278**VIRGINIA – SERVICE MANAGER
DOWNTOWN FORD
809 S 5TH ST
LOUISVILLE KY 40203****RE: 2011 ECONOLINE FORD CLUB VAN WAGON
VIN# 1FMNE1BW1BD [REDACTED]**

Dear Virginia:

I am not sure if I faxed you mine of July 28, but it is attached just in case I did not.

Today between noon and 1:00 my personal mechanic who formerly worked at Star Ford/Oxmoor (Ford Certified) drove and inspected the van.

The 2011 model has "links" which allow the sway bar to float whereas in older versions instead of using links the sway bar was installed directly into the I-beam. The sway bar is three-quarters inch thick whereas in older E-150's the sway bar was 1 3/4 inch thick. The sway bar is undersized. These measurements may not be exact but the point is the sway bar has been substantially reduced in size.

At least one, if not several, rubber shock bushings are split and cracked which leads one to suspect that if the same quality of rubber was used in all the other bushings then all of the inter-connecting mechanisms underneath the van would not be as tight as they should be contributing to sway. Defective loose bushings could be a larger contributor to the problem than anticipated.

The undersized sway bar has shifted to the right hand side causing metal to metal contact. Sway bars are not supposed to shift and they are supposed to remain in place.

The adjustment mesh was loosened by your shop foreman and has created a lot of play in the steering wheel. This issue was described in yesterday's fax of July 28. Fluid is leaking from the left rear axle area. It is suspected that the cause is a defective seal.

Virginia, I have the utmost respect for your Service Dept. I believe that was exhibited the last time that we had a face-to-face talk with you and your shop foreman. I am perplexed that none of what has been mentioned in this fax was discovered either by the dealership or by Ford's engineer, Mr. James Michnya.

In addition, I had requested a copy of Mr. Michnya's report and his email address which I do not have. Please send me that information to my fax of [REDACTED]

Virginia, it is particularly bothersome to me that the Ford engineer made no mention to you of the sway bar shift, the split and cracking of the rubber shock bushings and that the sway bar was re-designed with "links" not to mention that the sway bar itself was substantially reduced in size down to approximately 3/4 inch. Finally, bad rubber, if used throughout the suspension, is the same type of poor quality used in the shock bushings then this could be a contributor as well of the sway problem.

The sway is still present, there is too much play in the steering wheel and an adjustment of calipers can cause improper tire wear. Also, I thought the sway bar was supposed to prevent sway.

Mr. Michnya, although he tried, hasn't solved the problem. We need the Engineering Dept. at Ford Motor Company in on this. Some unsuspecting consumer is going to get killed.

All of your efforts are sincerely appreciated.

[REDACTED]
Louisville KY
[REDACTED]

August 2, 2011

FAX ONLY
584-2278

VIRGINIA - SERVICE MANAGER
DOWNTOWN FORD
809 S 5TH ST
LOUISVILLE KY 40203

FAXED

RE: 2011 ECONOLINE FORD CLUB VAN WAGON
VIN# 1FMNE1BW1BD [REDACTED]

Dear Virginia:

Thank you very much for phoning me on the morning of August 2.

You indicated that a Ford representative, which I assume to be Mr. James Michnya, wanted to substantiate that all E-150's were characteristically acting the same - that there is "sway" and "wandering" at speeds in excess of 50 mph.

A month ago you test drove another E-150 and experienced the same thing as you did on my E-150. Why spend further time demonstrating that the same characteristics are present on all E-150's? There was an acknowledged problem confirmed by Ford Engineer James Michnya and now because the problem is specific to all 2011 models, somehow this justifies the danger to consumers? When the sway issue was first brought to your attention, I suspected an engineering problem specific to the E-150 frame, sway bar, bushings, springs, power assist steering, etc. It is the same E-150 frame that is used in RV's which as reported has also experienced sway, wandering and control problems.

Your shop foreman adjusted the gear mesh and caliper by 2 degrees. This did not eliminate sway and created extreme "play" in the steering wheel. My mechanic who was Ford Certified confirmed on a new vehicle that the steering gear mesh should not have to be adjusted unless it is an attempt to "mask" the real problem.

Ford just had a recall involving over 1 million pickups because of a flaw in the gas tank. It was indicative of all models, just as "sway and wandering" is indicative of all E-150 models. There is a sway issue at a high rate of speed that is a major safety concern and must be corrected.

I have spent a considerable amount of man hours away from my business, which is a small business that I own. I have not demanded a replacement vehicle until the sway is fixed. Whether it is present in other vehicles or not it has to be eliminated. I have owned Ford vans

August 2, 2011
Attn: Virginia

Page 2 of 2

all my life, been a dedicated Ford consumer and until the 2011 model I have never experienced sway, maneuverability and control issues in excess of 50 mph.

It is very dangerous to be pulling a boat that weighs between 1 and 2 tons at 70 mph with a "sway" characteristic being present. The van was ordered with a towing package and accordingly it is up to Ford's Engineering Dept. to make sure that the towing package works in harmony with the van to where there cannot be any sway whatsoever.

You, your technicians, shop foreman, and Ford Engineer James Michnya all confirmed sway, control and steering issues. There has never been denial. Your shop foreman was so scared in the test drive with Mr. Michnya that he told Mr. Michnya to stop replicating the sway motion. It took a Ford engineer over a week to make the recommendation to adjust the steering gear mesh and caliper 2 degrees. The engineer was frustrated and since he had no immediate answer, by default he suggested a 2010 service bulletin that made matters worse.

I have been informed that any swaying will create a whiplash on whatever is towed behind the vehicle. Please let me know if Mr. Michnya's and Ford's engineering research contradicts same.

I also asked for Mr. Michnya's report which you promised me but has not been forthcoming. Also, I asked for engineering contact information as to who to address with this problem which has not been forthcoming.

Although I have become very frustrated with all of this, I do appreciate and respect your concern and involvement.

[REDACTED]
[REDACTED]
Louisville KY
[REDACTED]

RE: 2011 FORD E-150 VAN CLUB WAGON
VIN #

I have owned E-150 Ford Van Wagons for the last thirty years, purchasing a new one every two to five years.

I recall Ford experienced roll over lawsuits, if I am not mistaken, that involved Ford Explorers or Expeditions having a tendency to tumble over at high rates of speed. This brings me to the problem that I have experienced with my new E-150 2011 Ford Van with less than 400 miles on the odometer.

After in town driving of about 100 miles, my son borrowed our van and mentioned to me severe issues with the steering when traveling in excess of 55 mph. I consider both by sons very good experienced drivers who likewise have driven the vans we have owned in the family during the last 15 years.

Dealership technicians took the van out for an interstate drive and acknowledged the problems that we had experienced. These are very good technicians that went the extra mile and started inquiring about what might be the cause of the steer swaying issue. After investigative work on their part, they came back and indicated the E-150 for 2011 had been re-engineered. These technicians also asked around other dealerships about the E-150 and supposedly what I described is common for the 2011 model.

On the weekend of June 18, for the first time after hearing complaints from my son and my wife, who I did not doubt for one moment, I experienced the same thing as what is being described. When one makes a correction in steering when traveling 55 mph or higher the body of the van sways back and forth. The situation is compounded in windy conditions as well as the additional wind created by passing semi trailers. Before traveling on the interstate on the weekend of June 18, based on what my wife and son had previously experienced, I took the van in to the dealership. The dealership technicians at Downtown Ford checked the alignment which was within specifications. The record of this incident should be available to you, as I am sure all such incidences are reported to headquarters by its dealers.

As this is an engineering issue that would be indicative of all E-150 vans, it should be a simple matter to test drive one and experiment with the steering at high rates of speed make sure someone is in the front passenger seat as the "sway" seems more pronounced sitting on the passenger side. I suspect there are engineering problems with the power assist steering system. The sway and control issues are especially prominent when traveling 70 mph which is the posted speed limit for interstates in Kentucky.

Everyone that has a towing package knows that minor steering adjustments made at the steering wheel while driving are greatly exaggerated at the end of the trailer that is being pulled. One of the primary reasons for purchasing the van was to be used in pulling our boat

and boat trailer. I would think that the back and forth swaying effect created with steering adjustments will have a profound exaggerated effect by the time such adjustments make it to the end of the boat trailer.

I believe in American made products, I own Ford stock traded on the NYSE, I believe in Ford Motor Co. and I believe in your slogan that Quality is Job 1. Most importantly, I believe you will research this matter and re-establish contact with me ASAP.

[REDACTED]
Louisville KY
[REDACTED]