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SEP 12 2011

September 9, 2011

FAX ONLY

(202) 366-7882

(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)
2011 E-150 CLUB VAN XL PASSENGER WAGON WITH
TOWING PACKAGE
VIN #1FMNE1BW1BD [REDACTED]

SUBJECT: TSB REPORT OF APRIL 1, 2010, NHTSA REF. 10032624, TSB 09-20-07
WANDERING

Dear Mr. Borris:

Enclosed you will find a taped conversation with James Michyna that occurred on August 26.

Also enclosed is a weather report for September 4, 2011. This weather report is indicative of the same weather reports that I previously submitted. We traveled to Bardstown KY between 1:00 p.m. and 2:00 p.m. on the expressway at approximately 70 mph when the wind was between 8 and 16 mph. We returned between 8:00 p.m. and 9:30 p.m. when the wind speed was between 8 and 16 mph. We experienced no sway/body roll/wandering with my E-150 XL 2005 van.

Please also note my conversation with Mr. Michyna where he and others at Downtown Ford have driven my van many times yet he wants me to drive with him so he can convince me that the compromise in safety is acceptable. Mr. Michyna admits in our conversation he is not qualified to diagnose a suspension problem. How can you fix anything if you are not qualified?

Also enclosed is my September 7 fax to Downtown Ford which briefly summarizes my escapades to have the dealer and Ford Motor Company address the suspension issues with someone that is properly qualified.


I have sent NHTSA email strings, specifics as to my experience, experiences by others including two near fatal accidents involving a 2010 E-150 XLT Van and of course the 2010

September 9, 2011
Mr. Frank Borris

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TSB that NHTSA knows all about that pertained to "wandering". All of this is attributed to the "tab and link" design change starting in year model 2009. A solid one piece rear anti-sway bar does not go all the way across (side to side) and directly attach into the sides of the frame in year models 2009, 2010 and 2011. This was replaced with a flimsy piece of metal on both sides that doesn't do much more than a coat hanger would. The sway is so bad that there is metal to metal contact and perhaps the reason the shock absorber bushing was cracked, which was never addressed by the dealership or the Ford engineer. The sway "link and tab design" change is a deficiency that cannot hold the body firmly in place over the frame and wheelbase.

You would have thought that Ford Motor Company would have sent in a suspension engineer to talk with me but that was never offered, never considered and I was told would not be an option. This is why people are slaughtered over the highway. When the body starts to sway the driver thinks he is headed for the ditch and jerks the wheel to the left and as you know that's over steer which is the number one cause of big boxy vans that flip over on the highway. That's nearly what happened in 2010 with the report on file with NHTSA.


Louisville KY


cc: **FAX ONLY**
(937) 666-3590
MR ROGER SAUL
VEHICLE RESEARCH & TEST CENTER
U S DEPT OF TRANSPORTATION

FAX ONLY
(202) 366-1767
MR RANDY REED

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CONVERSATION WITH JAMES MICHYNA WITH FORD MOTOR CO.
AUGUST 26, 2011 4:00-4:30 PM

JM – “I just wanted to let you know that the only way we’re going to be able to go forward with this is if you would agree to ride with me and show me this concern of yours.”

█ – “That what?”

JM – “To demonstrate the concern that you have with the vehicle with me.”

█ – “And what are you saying? That what?”

JM – “The only way we’re going to be able to go forward is if you can agree to drive with me and show me this concern.”

█ – “Well, if we can get a National Highway Safety Representative with us and there’s disclaimers filed. But you know, Mr. Michyna, you know I have a son that’s in Speed School. He’s in engineering. He’s a doctor. And, you know, you tend to go with someone’s expertise and Virginia said that you had no expertise in suspension.”

JM – “Basically I am the Ford representative to...help understand this concern and take it forward.”

█ – “Well, we’ve got body roll here. You know, I have a 2005 [van] and I can take it up right now to 90 miles an hour and there is no body roll. And, you know, I want to be candid with you. You misdiagnosed the problem with my [2011] van after I consulted with 5 specialists and a Ford certified mechanic--”

JM – “Well I heard, he heard you certify that.” [tone was as if a Ford Certified Mechanic would not agree with █]

█ – “Sir, he worked at Town & Country for many years, okay?”

JM – “But he’s still, he’s not currently Ford certified.” [sarcastic tone as if this mechanic was could no longer evaluate or diagnose a problem]

█ – “Well, no, not currently. But he was Ford certified when he did all the work on my 2005 van. Now Mr. Michyna, my family has driven these vans, since, for the last 35 years. Who, do you think has more experience in the world driving these vans than my family?”

JM – “I’m sure you do. I’m sure you do. The thing is you have to... The only thing that I can do is to compare it with similar vehicles.”

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█ "Sir—

JM — unintelligible

█—"I know but you went out [on a simulated test drive with the shop foreman at Downtown Ford] and Virginia discovered the same behavior. Her [Virginia] shop foreman discovered the same behavior and you know as well as I do that van, it was raised about two or three inches. And you know the after market sway bar on that thing, that anybody that sells you is an inch and a quarter, it's much larger. And you have a tab and you have the "tab and link" system that doesn't go directly into the frame. Now, you know as well as I do, I couldn't figure out first. I don't know if you are aware of that near death experience, two near death experiences in 2010 on an XL [Ford van wagon] in Atlanta, GA. The circumstances were exactly the same. The wind conditions were exactly the same. That's what I experienced. It [sway] happens every time, every time at 50 miles an hour or higher. My son first noticed it when he first got in because he has been driving my vans for 17 years. He said, 'Dad there's something wrong with this. I think it's the alignment.' I said, 'Son, it's only got 40 or 50 miles on it. I can't imagine it.' Well he was driving on this road by the river, and you get a little bit more wind from the river, and he was getting knocked all over the place. And you know as well as I do what this body roll is, when the wind hits it and you're already stressed [wind resistance] at 50 miles an hour or 70 miles an hour and you're already at its max [what wind can be resisted before sway begins], the little bit of wind that you get cannot handle, cannot keep that body on top of that frame--"

JM — "You keep saying that. I don't know as well as you do. I'm telling you, we have to go..."

█ "Sir, I'm not going to go out without a National Highway Service [NTHSA] person with us and everybody sign off on it because I think it's dangerous, okay? And, and..."

JM — "I drove the vehicle 50 miles and I can find no difference between the 3 other like yours."

█—"I don't care, sir. I'm telling ya--"

JM — "You think there's something wrong with all the cars? Or--"

█—"No, that's what you said. That the behavior is all the same."

JM — "Yeah, I mean, it feels the same to me so I can't--"

█—"Well, the behavior's all the same. And you know it seems particularly odd to me that all these E-150s that are being used in these recreational vehicles are also complaining about it. And then that 2010 TSB Bulletin on wandering came out on what you [wrong diagnosis

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and adjustments] did for me. I know what happened there because I was complaining because every time I touched the wheel it [the van would rock as I tried to fight the sway] would go back and forth. Well duh. That's because I was fighting the [sway] body roll. And so going down the road, yeah, every time I touched it, it was going to the right. I jerked to the left and when it recovered, yeah, it was like going down the road back and forth, like you wouldn't believe. Now, I know that it's body roll. And I know that... and why is my bushing cracked? Why is my rubber [shock absorber] bushing cracked?"

JM - "What they showed me, I mean, you'll have to show me which one."

█ - "There is a rubber bushing crack. The Ford certified mechanic crawled under my [2011] van who also serviced my 2005 van and said, 'Oh my God. Either it's all defective rubber or the suspension can't handle [the sway]--this daggone shock absorber bushing is cracked and it shouldn't be cracked. Now what about the--"

JM - "...compared to another one and it's exactly the same. It's just the surface, that coating, it's not--"

█ - "Well, what about the left to right--" [sway creating metal to metal contact]

JM - interrupting and unintelligible

█ - "The left to right shift was hitting metal to metal on the sway bar. Now Virginia says that's normal. You know what? All the experts tell me that's dangerous. That it shouldn't be hitting metal to metal."

JM - "Yeah."

█ - "That it could go up and down a little bit but it's not supposed to walk left to right."

JM - "It moves, I mean--"

█ - "Now wait a minute, I didn't ask you that. I want you as an engineer to tell me that it's normal for that thing to go left to right and make metal to metal contact."

JM - "All I can say is--"

█ - "No, no, answer that question."

JM - (overlapping) "That's not my field. That's not my--"

█ - "Then you can not help me. I want--"

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JM – “All I can do is compare it to another year and--”

█ – “Sir, you just admitted it’s not your expertise. I need someone that it is their expertise.”

JM – “Do you really think that Ford would build millions of Econolines with the same problem?”

█ – “Sir, I don’t know. You know what, until somebody dies, until somebody dies [then they might react]--”

JM – “I was saying that--”

█ – “And you need to go to the NHTSA and read that account of that 2010 Econoline [reported to NHTSA]. The exact same thing happened to me. Exactly.”

JM – “Have you driven any other new Econolines?”

█ – “Sir, I don’t care to drive any other new ones. I’m not going to go on a joyride. I care about my van.”

JM – unintelligible

█ – “I’ve got a towing package. And Ford puts out the information that there can not be any body roll or not because it creates a whiplash--”

JM – “I hear you keep talking about body roll but I haven’t experienced any body roll whatsoever...”

█ – “Sir, I don’t care what you want to call it. I call it body roll, when the van body tries to move off of the frame underneath, the frame underneath tracks true and the van body moves slightly off of that frame and it gives you the sensation that you’re moving right toward a ditch. And then because you’re tracking true, you take the steering wheel and you yank it back to the left side. Then that is really dangerous because what you are doing is oversteering and the thing is going to go tumbling down the highway. You know it and I know it.”

JM – “I don’t know it. Quit saying that.” (mumbles)

█ – “Well, sir you do know it.”

JM – “I drove the vehicle for 60 miles up into Indiana and I just didn’t experience anything...if I could drive with you. I have to drive it with you.” (overlaps with following)

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█ – “If Virginia...if Virginia. You know what, the technicians that-- Wait a minute. Hold it, let's go back to the beginning. The technicians first drove it and they said, 'Oh my God, there's a problem.'”

JM – “I don't think they did. They actually went and drove--”

█ – “No because then they started calling all around town and they're saying, 'What's going on with this? [something that they had not experienced] And they said 'Oh, the tires are different, they changed everything. They changed the springs.'”

JM – “Here's the thing--”

█ – “And then Virginia and the shop foreman went out to and they said the same thing and that's why they called you in. Why were you called in?”

JM – “Virginia wants to drive with you and...”

█ – “Sir, no no no.”

JM – “I made the mistake. I'll tell you I did make the mistake of attempting to diagnose what I thought might be uh—what I thought your concern was without driving with you.”
(mumbles)

█ – “Sir, you did make a mistake. It was the wrong diagnosis and what that did frees up the steering wheel unbelievably because then I took it out and it wouldn't do anything [would not respond because of excessive free play] because the free play before in taking a curve on a country road. Before you could take the curve at 2:00. You gotta turn the steering wheel to 5:00 to get to respond.”

JM – “Mm hm. Well we put everything back to the way it was. And the thing drives better if not better than it did originally so...”

█ – “Sir. Sir, it doesn't drive safely at 50 and above miles an hour.”

JM – “I don't think you've driven it since we've worked on it.”

█ – “Sir, you shouldn't have ever worked on it--” [without letting me know]

JM – “Well if I would have driven another one I wouldn't have touched it because there is no difference between your vehicle and another one.”

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█ "Sir, you drove it because there was a problem. Virginia said there was a problem. Her shop foreman said there was a problem. When I went to pick it up the shop foreman says, 'I'm not sure if it's better, I think it's better but you're probably not going to be happy with it.' And he was daggone right."

JM - "Well... I don't think until you drive some other ones you're going to understand..."

█ - "Sir I don't care to drive other vans. I care about the one I bought! I don't care about anything else. I care about mine."

JM - "If you won't drive with me and you won't drive other vans..."

█ - "Sir. Sir. I will ride with you in my van with a specialist in the field because as you just said, it's not your expertise. It's a suspension issue. And because it's a suspension issue, everyone thinks it's wandering, but it's not wandering in terms of the steering wheel. It's wandering because of the body sway and everybody panics and reacts by jerking the steering wheel when they should just bare knuckle it, bear down and do nothing. And you know that and I know that. I've got an engineering son that knows that and it's not even his expertise."

JM - "I don't know that--"

█ - "Okay? He's developing a needle that will go through a daggone cell without breaking the cell membrane. I could get his class on this, that would be a piece of cake, but I can't bother him with it. That's beside the point. If it's not your expertise, I'm not going to waste my time. All right?"

JM - "Well..."

█ - "If you want to get someone that it is their expertise and go along with us and everybody sign off on it, because I've had it up to 50 miles an hour and that's when the suspension starts to strain. It starts to strain then and that's when it [sway] starts. It gets progressively worse to 70 miles an hour."

JM - "I'm not going to be able to answer your specific suspension question, but I AM capable of evaluating..."

█ - "No you're not, sir, you just got through saying it wasn't your expertise."

JM - "No, you misinterpreted."

(overlapping for a couple of lines, unintelligible)

JM - "My expertise is to drive..."

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█ "Look, I've already driven. You've driven my van. I've driven my van. I'm not driving other vans, okay?"

JM - (mumbles)

█ "I bought my van. I spent \$34,000 on my van and I want my van not to have body roll. Here I am, made an offer. We'll get it shipped up to Washington state and we'll let the suspension guy. He said that my story was so fascinating that he would fix it free of charge, all you have to worry about is shipping. And we could learn a lot about it. But you know, that's all we have to do. You know, Ford ships up to Washington state from Louisville, KY everyday. They ship trucks up there. We could put mine on there [a transport by van or rail]. Get it up there. Ya'll won't have to worry about nothing. All you have to worry about is shipping."

JM - "There's no logistics for that. That's just not something that they do."

█ "It's an easy fix."

JM - "You know. I've talked to experts at Ford that handle this kind of thing. They look at the National hotline, all the technicians call up if they have concerns. The subject matter...that follows all this stuff. They're just not finding a huge problem with 2011s. The only thing that they would suggest is that ...used as a guide if you have a wandering concern. I felt like your vehicle had a high..."

█ "It's...it's..."

JM - "The ONLY thing I ever thought was your vehicle had high steering efforts. So that's why I thought the TSB was a good idea to try to improve. I thought that high steering efforts are gonna make it feel strange to drive and that's why..."

█ "No, no all that adjustment on that steering. You're talking about the steering gear adjustment?"

JM - "All through the alignment needed..."

█ "The only thing that did is [create] a delay because you're going down the road, you're going to panic. My wife panicked, okay? My son panicked. I didn't panic because I finally figured out what was going wrong. And it's a sense that there's something wrong with the steering but it's not. The bottom [wheelbase and frame] is tracking and because there is not adequate suspension attachments, etc. Then you get the feeling that it's all about steering and it's not. It's about suspension and you're faked into thinking it's a steering issue and you grab that steering wheel to go opposite of where you are instead of doing nothing and sitting

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there until everything subsides and the body rests back on top of the frame. Now it makes sense. It makes logical, etc., etc., etc. And what's going to happen is, somebody's going to die and I'm going to be the first to testify, okay? Somebody already, there was almost two near death accidents already. That's what happened. That's exactly what happened. And it's happened to me. It happens after 50 miles an hour. It's not a fluke. It happens every time. And I'm told that if I got any kind of body control at all I can not tow anything because it becomes "crack the whip". I've gotten on a two lane highway. I've got six inches before the stripe in the middle and six inches before I hit the shoulder. And I can't have that boat that I have that is, by the time you add a 20 foot boat and 5 or 6 feet of trailer, you can't have that 30 feet out. You can't have any movement 30 feet out."

JM - "Have you had any problems towing with it?"

"Sir, I'm not even going to dare try."

JM - "Okay."

"I ain't going to dare try until the body control is addressed. And I travel at the higher speed of limit. And you know these vans are mainly cargo vans and it's rare that anybody ever takes them over 50 miles an hour but you've got church groups and everybody else out there taking it to that level. Yeah, so, you've got an inadequate [sway link], they've downsized the rear track bar. You take a rear track bar that's the right size and you fix it the right way. You put one on the front. You beef up the shocks, maybe heavy duty shocks, and that's going to take care of about 90% of it. I don't think..."

JM - "I hope you're not trying to suggest that you're a suspension expert. These things that you're saying... You know, I don't know if you... What was your expertise to suggest all of this? First of all, let me say..."

"Because I talked to the suspension specialist at Hellwig and at Roadmaster and everybody else. I talked to the engineers there, sir. The engineer suspension specialist and they said, yeah, you've got a big problem. And it's indicative of all those vans and it's indicative of a higher speed. The body, it gets stressed. You get to that upper limit, it's wind deflection. It cannot handle the wind deflection. And then if you have any wind interruption at all, if you have any wind speed or if you have slight gust, if it doesn't hit you straight on then that's what's causing the body roll. And you know when I say body roll I'm talking about the cabin [body] on top of the frame moving and nothing else moving. That the frame below the wheel base is tracking okay."

JM - "How do you know that?"

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█ – “How do I know it? Because I’ve researched it. Do you think I’m stupid? Do you think I’m stupid? Do you think I’m wrong after driving Ford vans for 35 years? The same E-150 van wagons? No, wait a minute. Do you think I’m stupid?”

JM – “Do I think you’re stupid? I think you have an opinion.” (mumbles)

█ – “No, no. You know I don’t have an opinion. I go to experts when I’m baffled, okay? And they all tell me the same thing. They’re all suspension experts and they have a far greater deeper background and I’m not cutting on you, I’m complimenting you, than you do. Because you admitted that it’s not your expertise and I admire you for admitting that. I do. I admire you for admitting that. So, we need to get somebody that’s got the expertise.”

JM – “Until...”

█ – “It’s not until, because you’ve driven my van, okay?”

JM – “I’ve driven your van and I’ve compared it to...”

█ – “I don’t care if you compare. There is something wrong with my van or Virginia and the shop foreman never would have called you in. They agreed that something was wrong.”

JM – “I don’t think they understood the uh... They just didn’t get a chance to drive another one. And they actually did that and they thought that it was similar. They actually told me that.”

█ – “Yeah, she said, ‘I don’t believe it. [referring to her experience on her test drive in my van] There’s another E-150 that’s acting just like yours and it’s odd. It’s strange. And it’s not right. We’re going to get the engineer down here.”

JM – “Right, right, right. All I can do unfortunately, for my job, is to compare it to like units. That’s...”

█ – “I don’t care to compare like units. I care. Look, I got a towing package and when you get a towing package, okay? Regardless, they could have put track bars on there. They could have beefed up the sway bar. You know, you’re only talking a few more pennies here and there.”

JM – “I’m sure...”

█ – “Hold it, hold it. When you have a towing package, you’ve got to make sure what you’re towing ain’t going to wiggle around. And you know that. And all I’m saying is, if you get a towing package, you better have an extra measure of safety, not the other way around.”

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JM – “I apologize that you don’t feel safe and that you’re not happy with this vehicle. And I wish I could do something more for you.”

█ – “Well, sir, you’re gonna have to do something more, okay? You just have to because you are man enough to admit that it’s not your expertise so we need to get somebody in there that it is their expertise. This is a suspension issue. It’s a suspension issue.”

JM – “My expertise is not to know how it’s designed or why. I’m sure there are plenty of engineers that...”

█ – “Now you’re an engineer. You know that if in NASCAR. If you take that, them cars out there, if they adjust an 1/8th of an inch above that payment or do something with those adjustment screws, they go slamming into the walls. You know what, that’s body roll, baby. I guarantee it, it’s body roll.”

JM – “I’ll tell you one thing. I know one thing you’re trying to talk about is the anti roll bar diameter and you think it needs to be bigger. Well, that diameter has to do with how it’s attached to the suspension’s design--”

█ – “Yeah, I know. And they change the design from...” [a side to side sway bar in model years prior to 2009 to a sway link and tab design]

JM – “You’re trying to compare apples to oranges. It’s not...”

█ – “It’s a tab link. It’s a tab. They changed the way it’s attached to the frame.”

JM – “Right, right. And I...”

█ – “You know that and I know that...”

JM – “I’ll ask...I’ll...”

█ – “And you can’t rate, you can’t...it’s a boxy van. It’s gonna have a tendency to catch the air. You know that. And roll. You know the bigger ones have a tendency to roll over down the highway if it gets out of control.”

JM – (mumbles)

█ – “Because of the higher point of gravity. It’s a higher center of gravity. Okay, you know that. That’s a simple engineering thing. And when you raise uh, that thing is 3 inches higher than my 2005. 3 inches! I mean, you almost need a ladder to get up there to get in there. That right there is going to increase the wind resistance. You know that. I mean,

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that's a simple engineering thing. These racecars, why their aprons are 1 inch from the track when Ford has those racecars running around there."

JM -- "Unfortunately, I think they redesigned that vehicle as such that you're not going to be happy. I think if you drove another one you might feel the same way. Unfortunately, whatever they did to the Econoline it's just not going to suit..."

█ "Well no, because it's dangerous at 50-70 miles an hour and I'm going to travel at that rate of speed."

JM -- "My main concern is to make sure that there is nothing specifically wrong with your vehicle. And..."

█ -- "Well there's a lot wrong with it from 50-70 miles an hour. There's body control. What I describe to you as body control, okay? Somebody else may call it something else: sway, wandering, whatever. If you call it wandering, I want to call it body wandering. You know, you need to get me a specialist, okay? Now, I'm telling you. It's an easy fix. It's a control bar on the front, a control bar on the back. [an anti sway bar side to side attached directly to the frame] You're going to have clips and a few more anchor spots on it, okay? It's gotta go into the frame. They make them after market. Hellwig said ship it up here and we'll fix it, all you gotta do is get it here because we're doing it for future product development. And then guess what? I exonerate Ford of any liability or any, it would be to my satisfaction. All they would have to do is take care of the shipping. Guess what the insurance premiums I'm paying from my end, for right now and they could be more [paying insurance for 2 vans] because I don't have use of the van. They could more than take care of that. It's a simple thing."

JM -- "Well unfortunately that's not something that's on the table. It's just nothing that, you know..."

█ -- "My safety is not important, I understand that because a dollar's involved. And you know, we should change the mindset about that. That's wrong. And you know what happens, Mr. Michyna, somebody goes out there and gets slaughtered on the highway. I'm going to tell them that you knew about this and then you're going to get sued personally because you didn't do the right thing and communicate things back to Ford."

JM -- "I did carry everything back to Ford."

█ -- "No, that's what's going to happen, okay? You have a duty..."

JM -- (overlapping and unintelligible)

JM -- "I asked my boss...He told me..."

█ - "You have a duty, when we point things out..."

JM - "He told me that if you want drive with me then..."

█ - "You have a duty...you have a duty to people."

JM - "I pointed it out the best I can."

█ - "You have a duty for safety. You have a duty for the consumer. Ford Motor Company cuts your paycheck. You gotta get that out of the way if you're really concerned about safety."

JM - "If you'll drive with me..."

█ - "Sir, I'll drive with you with the suspension specialist. Don't do like what Virginia's doing. [claiming that I won't drive other vans or my van, and will so so with the right people-suspension specialists in the van] I said yes I will with the right people. We'll all drive together and have a nice party. Okay? I'll talk to you later. You have a good day."

September 7, 2011

FAX ONLY

584-2278

MS VIRGINIA PAYNE - PARTS & SVC DIR
DOWNTOWN FORD
809 S 5TH ST
LOUISVILLE KY 40203

FAXED

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

Dear Ms. Payne:

There was no response to my fax of September 2 asking you if the second paragraph in your fax of September 1 was your words or that of someone else and to please identify who that might be.

The "link and tab" design change was brought up to you in faxes of July 29 and August 4. I am surprised that you act like you forgot about this in your fax to me of September 2. You know and I know that since 2009 the left to right rear sway bar that runs from side to side was replaced with a small sway link connected by tabs on each side. This design change is causing most of the sway problems. These are part of the "design changes" that were referenced by your own technicians on May 18 when I brought the van in for repairs.

This is a good time to summarize what transpired:

- On May 18 with 227 miles on the van it was brought in for control issues which my son incorrectly deducted it might be alignment problems. While driving the van at 65 mph with slight wind, the van seemed as if it wanted to go into the ditch whereas my son had to fight the steering wheel to keep the van properly positioned on the road.
- My wife experienced the same thing as indicated above taking the van out on the expressway and traveling approximately 70 mph. She also detected "sway" when maneuvering on and off ramps at 45 to 55 mph.
- On May 18, Downtown Ford's technicians were perplexed and did not know what was causing the "sway". They called around town and spoke with those that had more experience with the newer E-150 vans. Your technician's response to me was that there were design changes, some of which were a stronger spring that raised the body up in the air creating a higher center of gravity and load E 10-ply tires. At this point I had not yet driven the van myself and took it back without Downtown attempting any repairs. I experienced sway any time that we took the van out on the expressway exceeding 50 mph.

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Ms. Virginia Payne

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- My next opportunity to drive the van over 50 mph was a trip to Scottsville on June 18, 2011. I wanted my wife to drive initially. She was so traumatized at the beginning of the trip that she pulled over and was in tears indicating that the van was not safe to drive. I took over from there. There was a constant left to right sway in which I perceived as the van being out of control by moving to the right or left. I manipulated the steering wheel back and forth creating a rocking sensation all the way to Scottsville. I perceived the van was headed either over the highway dividing line or into a ditch. It was a constant battle.
- I returned the van to the dealership. Your foreman and you test drove the vehicle and simulated the sway. You were surprised and perplexed at what you were experiencing and decided to take out a 2011 E-150 cargo van that was similar but not exact as to the factory options of my 2011 Club Wagon XL with a towing package. You experienced the same sway issues and you were so compelled to address this serious situation that you called in a Ford Motor Co. engineer to investigate the problem – Mr. James Michyna.
- James Michyna test drove the E-150 with your Downtown shop foreman who confirmed based on the simulation of the sway that he (your shop foreman) was scared to death and he asked engineer James Michyna to stop the simulation.
- Mr. Michyna had Downtown Ford adjust the steering gear mesh and change the tire alignment.
- Subsequently, Mr. Michyna admitted he made the wrong diagnosis resulting in the wrong adjustments made by Downtown Ford. This created a more serious situation as the adjustment screw of the steering mesh gear was loosened to create an extreme amount of free play in the steering wheel. This almost caused an accident.
- Downtown Ford indicated Mr. Michyna did not advise what might be causing the sway condition. I had asked Downtown Ford repeatedly for Mr. Michyna's report that led to the wrong diagnosis and the wrong recommended adjustments but was not provided a response.
- My 2005 E-150 van that I still own and is in my possession does not experience sway aka body roll, aka wandering at 80 mph. The body on this van handles wind resistance, moderate wind speed and wind gusts as we just experienced on interstate driving on Sunday, September 4, 2011.
- Out of desperation to determine what has caused the erratic movement and sway, I contacted suspension specialists and my personal mechanic who is a Ford certified mechanic. Their consensus/diagnosis was left to right body sway, aka body roll, aka wandering was caused by wind resistance pushing the body of the frame away from the wheelbase. The wheelbase tracks straight but the sensation by the driver is because of the body movement (for failure of the suspension to hold the body directly above the frame) the driver is under the false impression that the entire vehicle is headed in another lane of traffic or in the ditch. The driver not knowing what exactly is causing the problem panics and jerks the wheel the opposite direction of the sway thereby causing over steer which will result in the van tumbling down the highway.

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- In faxes to me and as stated verbally in my discussion with Mr. Michyna, Ford and Downtown Ford will not provide a suspension specialist. Mr. Michyna stated that he was not qualified to make a suspension problem diagnosis.
- According to five suspension experts and one local suspension expert a full length rear sway bar bolted directly to the frame not using links must extend from right to left. Another sway bar is necessary in the front together with heavy duty shock absorbers and possibly stabilizers. This will keep the body in place over the wheelbase platform and strengthen the suspension whereby wind can be properly deflected to where the wind forces when traveling between 50 and 80 mph cannot move the top body portion of the van.
- As stated in Ford's warranty materials, other conditions cannot be present when towing vehicles such as my 30 ft. boat trailer that has an extremely wide wheelbase. Problems with control with the front of the van creates a whipping effect at the end of the trailer whereby the boat and trailer cross either the center line or heads toward the shoulder into a ditch.

I have offered up the following repair suggestions, all rejected by Ford Motor Company:

- Request for a Ford suspension specialist to make the correct diagnosis.
- Request that I involve an unbiased suspension specialist to where Ford Motor Company would make the recommended repairs.
- Offer by Hellwig, a suspension specialist in Washington State, to make repairs at no cost, where I would assume total liability of such repairs provided Ford Motor Company pay for vehicle transportation costs to Helwig.
- An offer to allow a local suspension company to make repairs to my complete satisfaction and Ford Motor Company and Downtown Ford reimburse me for costs.
- That Downtown Ford and Ford Motor Company make repairs to correct the condition to my satisfaction to where there are no sway issues.
- My suggestion of examination of the sway issue and a simulated demonstration to a NHTSA representative.

Mr. Michyna admits he has no expertise in diagnosing suspension conditions and defects. Also, Mr. Michyna stated that the 2011 van was not the right van for me which I suppose inferred that my safety expectations should be compromised or I need to look for a van wagon other than an E-150 XL Club Wagon.

The towing package was a factory added option. It is clear in the towing package information distributed by Ford Motor Company that no other steering or control issues whatsoever should be present when towing. When the towing package was added, Ford Motor Company could have easily substituted a full length tempered sway bar similar to the aftermarket variety and added heavy duty shocks to correct the sway problem. Heavy duty front and rear, side to side sway bars directly attached to the frame and heavy duty shocks will eliminate

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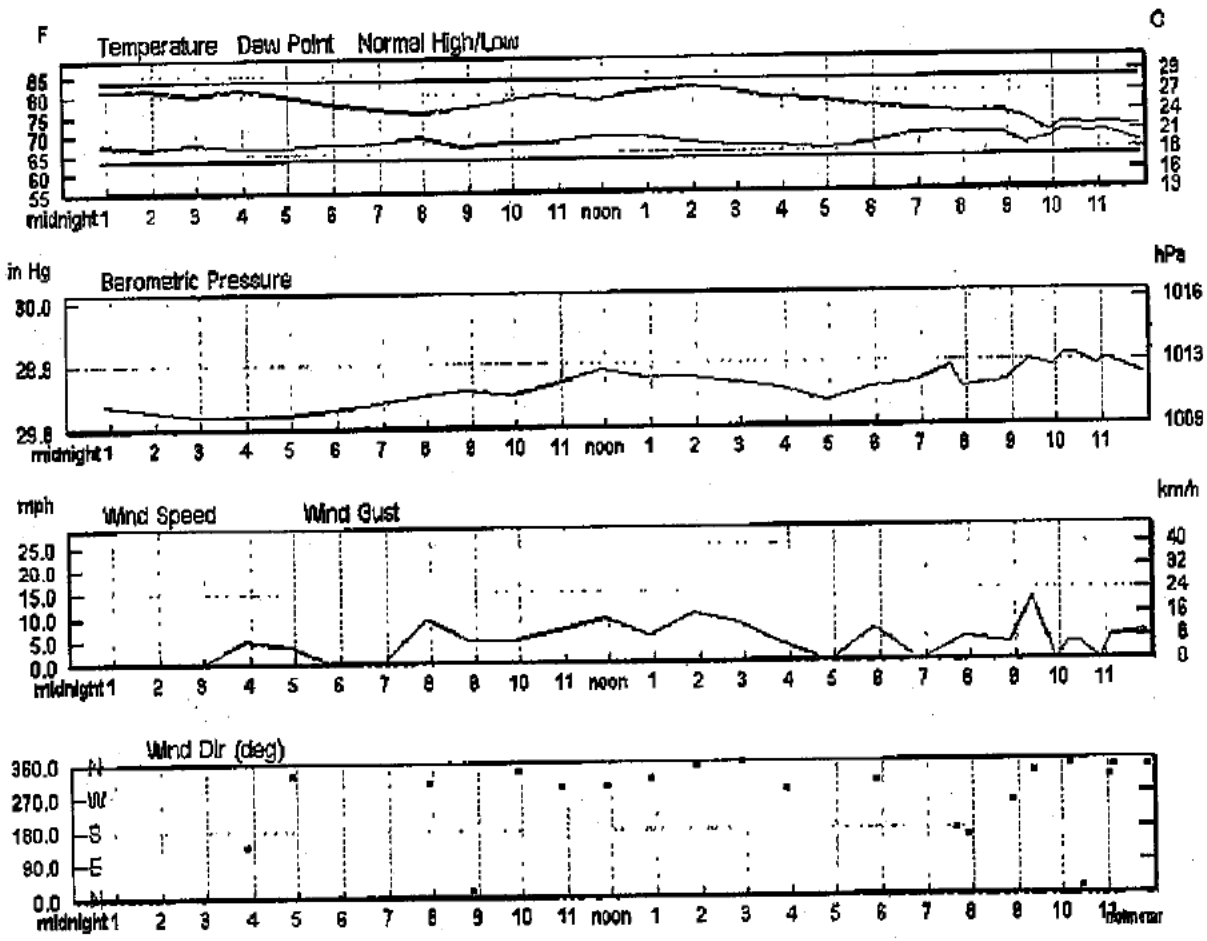
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most of the sway and perhaps even the need for stabilizers but adding stabilizers would be determined after adding the sway bars and the heavy duty shock absorbers.

[REDACTED]
[REDACTED]
Louisville KY
[REDACTED]

 *** ACTIVITY REPORT ***

ST. TIME	DESTINATION TEL/ID	NO.	MODE	PGS.	RESULT
*09/08 15:10	13088424581	2158	TRANSMIT ECM	1	OK 00'18
*09/08 15:11	2827880	2157	TRANSMIT ECM	1	OK 00'18
*09/08 15:12	18315834655	2158	TRANSMIT ECM	1	OK 00'18
*09/08 15:13	18543413568	2159	TRANSMIT	0	NG 00'00
				0	STOP
*09/08 15:15	17172422258	2160	TRANSMIT ECM	10	OK 02'50
*09/08 15:56	12549382644	2161	TRANSMIT ECM	12	OK 02'04
*09/08 15:59	13037938057	2162	TRANSMIT G3	4	NG 02'01
				3	
*09/08 16:01	13383788855	2163	TRANSMIT ECM	4	OK 00'41
*09/08 16:03	13037938057	2164	TRANSMIT G3	4	OK 01'51
*09/08 16:09	14022711348	2165	TRANSMIT	0	NG 00'00
				0	STOP
*09/08 16:11	12818879848	2166	TRANSMIT	0	NG 00'00
				0	STOP
*09/08 16:18	12814892500	2167	TRANSMIT ECM	32	OK 07'28
*09/08 16:18	12023887882	2168	TRANSMIT ECM	11	OK 02'10
*09/08 18:20	12023883081	2169	TRANSMIT ECM	10	OK 01'58
*09/08 18:24	12023881787	2171	TRANSMIT ECM	10	OK 02'02
*09/08 18:29	19373590	2170	TRANSMIT	0	NG 00'35
				0	#0018
*09/08 18:55	19376663590	2172	TRANSMIT	0	NG 00'38
				0	
09/07 08:04	18543413568	2173	TRANSMIT	0	NG 00'00
				0	STOP
09/07 08:09	5842278	2174	TRANSMIT ECM	4	OK 00'38
09/07 08:11	5029665416	8838	AUTO RX ECM	1	OK 00'18



Certify This Report

Hourly Observations

Time (EDT)	Temp.	Heat Index	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed
12:53 AM	82.0 °F	84.9 °F	68.0 °F	62%	29.84 in	10.0 mi	Calm	Calm	-
1:53 AM	82.0 °F	84.5 °F	66.9 °F	60%	29.83 in	10.0 mi	Calm	Calm	-
2:53 AM	80.1 °F	82.7 °F	68.0 °F	67%	29.82 in	10.0 mi	Calm	Calm	-
3:53 AM	82.0 °F	84.5 °F	66.9 °F	60%	29.82 in	10.0 mi	SE	4.8 mph	-
4:53 AM	80.1 °F	82.3 °F	66.9 °F	64%	29.82 in	10.0 mi	NNW	3.5 mph	-
5:53 AM	78.1 °F	-	68.0 °F	71%	29.83 in	10.0 mi	Calm	Calm	-
6:53 AM	77.0 °F	-	68.0 °F	74%	29.84 in	10.0 mi	Calm	Calm	-
7:53 AM	75.9 °F	-	69.1 °F	79%	29.85 in	8.0 mi	NW	9.2 mph	-
8:53 AM	77.0 °F	-	66.9 °F	71%	29.86 in	9.0 mi	NNE	4.6 mph	-
9:53 AM	78.0 °F	-	68.0 °F	69%	29.85 in	10.0 mi	NNW	4.6 mph	-

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Time (EDT)	Temp.	Heat Index	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed
10:53 AM	80.1 °F	82.7 °F	68.0 °F	67%	29.87 in	10.0 mi	WNW	6.9 mph	-
11:53 AM	79.0 °F	-	69.1 °F	72%	29.89 in	9.0 mi	WNW	9.2 mph	-
12:53 PM	81.0 °F	84.1 °F	69.1 °F	67%	29.88 in	10.0 mi	NW	5.8 mph	-
1:53 PM	82.0 °F	84.9 °F	66.0 °F	62%	29.88 in	10.0 mi	North	10.4 mph	-
2:53 PM	81.0 °F	83.3 °F	66.9 °F	62%	29.87 in	10.0 mi	North	8.1 mph	17.3 mph
3:53 PM	79.0 °F	-	66.9 °F	66%	29.88 in	10.0 mi	WNW	3.5 mph	-
4:53 PM	78.1 °F	-	66.0 °F	66%	29.84 in	10.0 mi	Calm	Calm	-
5:53 PM	77.0 °F	-	66.9 °F	71%	29.86 in	10.0 mi	NW	6.9 mph	-
6:53 PM	75.9 °F	-	68.1 °F	78%	29.87 in	10.0 mi	Calm	Calm	-
7:37 PM	75.2 °F	-	68.8 °F	83%	29.89 in	10.0 mi	South	3.5 mph	-
7:53 PM	75.0 °F	-	69.1 °F	82%	29.86 in	9.0 mi	SSE	4.6 mph	-
8:53 PM	75.0 °F	-	69.1 °F	82%	29.87 in	9.0 mi	WSW	3.5 mph	-
9:22 PM	73.4 °F	-	66.2 °F	78%	29.90 in	10.0 mi	NNW	12.7 mph	18.4 mph
9:53 PM	70.0 °F	-	68.0 °F	93%	29.89 in	7.0 mi	Calm	Calm	-
10:09 PM	71.6 °F	-	69.8 °F	94%	29.91 in	8.0 mi	North	3.5 mph	-
10:26 PM	71.6 °F	-	69.8 °F	94%	29.91 in	4.0 mi	NNE	3.5 mph	-
10:53 PM	71.1 °F	-	69.1 °F	93%	29.89 in	10.0 mi	Calm	Calm	-
11:02 PM	71.6 °F	-	69.8 °F	94%	29.90 in	6.0 mi	NW	3.5 mph	-
11:09 PM	71.6 °F	-	69.8 °F	94%	29.90 in	8.0 mi	NNW	4.6 mph	-
11:53 PM	71.1 °F	-	66.9 °F	87%	29.88 in	10.0 mi	NNW	5.6 mph	-

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History for Louisville Bowman, KY

Sunday, September 4, 2011 — View Current Conditions

Sunday, September 4, 2011

« Previous Day

September 4 2011

Next Day »

	Actual	Average	Record
Temperature			
Mean Temperature	76 °F	74 °F	
Max Temperature	83 °F	84 °F	102 °F (1954)
Min Temperature	69 °F	64 °F	47 °F (1952)
Degree Days			
Heating Degree Days	0	0	
Month to date heating degree days	0	0	
Since 1 July heating degree days	0	0	
Cooling Degree Days	11	9	
Month to date cooling degree days	77	39	
Year to date cooling degree days	1647	1278	
Growing Degree Days	26 (Base 50)		
Moisture			
Dew Point	68 °F		
Average Humidity	76		
Maximum Humidity	93		
Minimum Humidity	58		
Precipitation			
Precipitation	0.19 in	0.10 in	1.57 in (1991)
Month to date precipitation	0.19	0.42	
Year to date precipitation	49.66	31.96	
Sea Level Pressure			
Sea Level Pressure	29.87 in		
Wind			
Wind Speed	4 mph (NW)		
Max Wind Speed	16 mph		
Max Gust Speed	21 mph		
Visibility	9 miles		
Events	Rain		

T = Trace of Precipitation, MM = Missing Value

Source: NWS Daily Summary