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CL-10409490-8581

September 6, 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:

Please see my September 2 fax to Virginia Payne. Apparently, after the 2008 year model, there was a change to the rear sway bar design as described. I have known this but perhaps I have not made it crystal clear.

The sway bar "link" diameter is undersized and is not attached directly to the frame but rather it is attached to the tab that is probably welded or bolted to the frame. This is a weaker design and is unlike the older design where the rear sway bar stretches from side to side and is bolted directly into the frame without attaching to a tab.

The link and tab design involves a link bar that is a fraction of the length of the rear sway bar that it replaced. These are on both sides near the wheel. The design change after 2008 explains all the problems that have been encountered with steering, wandering, sway, body roll and lack of stabilization in E-150's model years 2009, 2010, and 2011.

NHTSA Ref. No. 10032624, which is also TSB 09-20-7 probably came about because of the exact same thing that I had been experiencing which based on Internet postings is prevalent on all 2009, 2010, and 2011 year models. The additional springs raised the van body up three inches and created a higher center of gravity. The load E tires are very stiff. The inferior tab and link design cannot handle the additional stress on the body and the tab and link design cannot handle the wind resistance when the van reaches the speed of 50 mph.

Six suspension specialists, one local in Louisville, KY, and five associated with nationally recognized suspension product manufacturers coupled with a Ford certified technician came

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TGW

September 6, 2011
Mr. Frank Borris

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to the same consensus that the link and tab design has substantially weakened the suspension to where wind resistance cannot be adequately deflected. I currently have an E-150, 2005 model with a sway bar that goes all the way across from left to right and there is no sway or body roll at speeds of 80 mph. The technicians went on to say that a side to side heavy duty anti-sway bar is needed in the rear attached directly into both sides of the frame. Also, a sway bar is necessary in the front. To my surprise, all recommended the heavy duty high performance shock absorber known as KYB. Also, I was told some stabilizers might be needed.

Because the driver sits in the body of the van, when the wind starts moving the body of the van from being directly over the top of the wheelbase the sensation is that the van is headed toward a ditch but in reality and unknown to the driver, the wheelbase underneath is tracking correctly but the driver is reacting to the movement of the upper body over the wheelbase being moved by the wind hitting the van body.

If you look at the near fatal accidents in Dothan GA they are the exact same symptoms I experienced with similar wind conditions. The driver is going to react by yanking the steering wheel opposite the sway and then over steer is created and the big boxy vans are going to go tumbling down the highway.

The Ford engineer in this case misdiagnosed the problem. He was using TSB 09-20-7 and was guessing. The adjustment created a tremendous amount of free play in the steering wheel and there was almost another accident because of that.

Consumers do not know what they are encountering and they think it is a steering problem when it is a suspension problem. Look at the extent of the cover-up by Ms. Payne at the dealership referenced in hers of September 1. Also, see mine of September 1 to Downtown Ford where I am responding to Ms. Payne's repeated requests that I take a ride with the same engineer that misdiagnosed and admitted no suspension expertise. It is his duty to talk me into compromising safety because all of the other E-150 vans have the same dangerous characteristics.

I appreciate your continued time and consideration on this matter.

[REDACTED]
Louisville KY
[REDACTED]

September 6, 2011
Mr. Frank Borris

Page 3 of 3

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

September 2, 2011

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

FAX ONLY
584-2278

FAXED

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

Dear Ms. Payne:

I find the second paragraph of your fax of September 1st disturbing and it exemplifies the extent of the cover up.

Attached are 4 web pages taken off the internet. Please observe that for the 2011 year there are several stabilizer bar links shown for the E-150 Econoline "sway bar". As in prior communications, I stated that these sway bars were of the "link and tab" design exactly as depicted. The sway bar link attaches to the tab and you knew this as a service engineer. It abhors me as to your cover up attempts and your attempted entrapment with words..

In the very beginning your technicians called around town to determine why the sway was so bad in my E-150 2011 Econoline XL Club Wagon. This was the first trip to Downtown Ford. They indicated as confirmed by my Ford mechanic and communicated to you that there were designs changes in the past few years whereby Ford went from a rear wheel to wheel sway bar as depicted on the suspension connection.com web page displaying a rear Hellwig sway bar for 1992-2008 year models to the link and tab design on each rear side. You know that the rear link and tab sway bars do not stretch to wheel to wheel as in designs prior to 2008.

Your technicians confirmed that the sway that I was experiencing a/k/a bodyroll, a/k/a wandering, was because of the design changes adding a stronger frame, a stiffer wheel (load E) and the inferior sway bar link and tab design. This was subsequently confirmed by five (5) suspension experts.

With the tab and link design change, you know that the sway bar does not go all the way across from wheel to wheel but it is still referred to as a sway bar even though the design is different—"link and tab". The tab is on the frame and the bar attaches to the tab instead of the old design where the rear sway bar attached directly to the frame. By design and elimination of direct attachment to the frame creates a weaker connection.

September 2, 2011

Page 2

Virginia, I previously stated many times that the link and tab design cannot handle the wind resistance in my vehicle from 50-70 mph. You and Mr. Michyna went on record to where Downtown Ford and Ford Motor Co. refused to bring in a suspension engineering specialist.

Virginia, I crawled under my existing 2005 E-150 van and I also crawled under the 2011 van with my Ford certified mechanic. These are the type of mechanics that you supervise everyday. You have tried to take your knowledge, use a play on words and deceive a consumer. This is very, very serious.

The six (6) suspension experts that I have consulted have indicated that the link and tab design is inferior and cannot handle wind resistance when the vehicle reaches 50 mph. Also, the experts state that the stabilizer bar link is under sized as I have repeated many times.

Virginia, this now means as a service manager you are no longer credible and you do not represent the best interests in the safety of your customers. Taking liberties with me was not necessary; however, it does demonstrate the safety compromises being made. It should be all about safety.

The left and right shift involving the tab and link design has caused metal to metal contact. You have never commented about this which is very troubling and unconscionable.

When the factory option towing package was added as an extra measure of safety the proper rear anti sway bar (not the link and tab design) for both rear and front and heavy duty shock absorbers might have raised the overall cost by \$200.00 which I would have gladly paid. Also it is easy for Hellwig to specially design same.

I need to know that the second paragraph in your September 1st letter, a copy of which is attached, was 100% your words or words that you were forced to use that originated from someone else and then if that is the case, please identify who that person is. I know that you did mention to me that Mr. Michyna was receiving all of my communications, so I need to know if the second paragraph in your fax was his idea or yours. This is very serious.

Look forward to your immediate reply – as soon as you receive this fax.


Louisville KY 


DOWNTOWN INC.

**809 South Fifth Street - Louisville, KY 40203
Telephone (502) 584-9731**

September 1, 2011

[REDACTED]
Louisville, Kentucky [REDACTED]

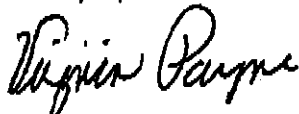
Re: 2011 Ford Econoline Van 1FTMNE1BW1BD [REDACTED]
[REDACTED]

I am not in the position to correct an issue that has not been verified. We need to verify what you are experiencing. In order to this, we need to ride in your vehicle with you, so that you can point out the issue. Until this happens, we cannot reach a resolution. Mr. Michnya is the Ford Engineer representing the Louisville/Cincinnati area. He is the expert sent by Ford Motor Company to address your concern.

There have been no repairs made to eliminate a left or right shift of the rear sway bar. Your vehicle is not equipped with a rear sway bar.

Once again, we do want to assist in resolving this issue.

Thank you,



Virginia Payne
Parts & Service Director
Downtown Ford, Inc.
(502) 584-9731



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2011

Select Year

Select Make

Select Model

SEARCH

Example savings for a Brake Caliper:

from \$290

from \$58

\$232 (80%)

Powered by AutoMD

Home > Cars > Ford E-150 Econoline Parts > Sway Bar

Ford E-150 Econoline Sway Bar

2011 YEAR

Sway Bar Link



MEVOTECH STABILIZER BAR LINK -- For 1 side only; Includes bushings and necessary hardware; This is a high quality, direct fit OE replacement stabilizer bar link....

Price: \$34.72

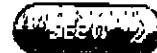


Sway Bar Link



MEVOTECH STABILIZER BAR LINK KIT -- For 1 side only; Includes bushings and necessary hardware; This is a high quality, direct fit OE replacement stabilizer bar link kit....

Price: \$17.97



Sway Bar Link



MEVOTECH STABILIZER BAR LINK -- For 1 side only; 327 mm overall length; Includes bushings and necessary hardware; This is a high quality, direct fit OE replacement stabilizer bar link....

Price: \$30.13

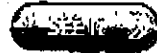


Sway Bar Link



MOOG SWAY BAR LINK KIT -- A High Quality Direct Fit OEM Replacement Sway Bar Link Kit, Socket-Style, Made With Durable Powdered-Metal Bearings That Can Withstand Higher Loads Without Deforming, Equipped With Gusher Bearings That Keep Lubrication At The Be...

Price: \$39.59



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2011

You searched for "Sway Bar Link"

2011 Ford E-150 XL 8 Cyl 4.6L

We found 4,041 item(s) matching your search

Get the parts that fit!

To shop for parts that are an exact fit your vehicle, [click here.](#)

2011

Ford

E-150

XL

8 Cyl 4.6L

Showing items 1-10 out of 4,041

1

Replacement Rear Sway Bar Link - OE replacement

Part Number: **REPM283901** Manufacturer Number: **REPM283901**

Replacement



FRONT & BACK VIEW

SWAY BAR LINK KIT -- Socket style; A high quality, OE replacement sway bar link kit; Equipped with powdered metal gusher bearings that keep lubrication at the bearing surface for enhanced durability and service life; Can withstand higher loads without getting deformed; Easy installation using socket wrench; Backed by 1-year, unlimited-mileage warranty.

List Price
Our Price
You Save

More Images

Type: OE replacement
Warranty: 1-year, unlimited-mileage warranty
Location: Rear
Quantity: Kit
Sold:

Availability: In stock

\$ Low price guarantee

Select brand...

Shop by Category

Any category

Brakes, Suspension & Steering

Sway Bars & Components

Sway Bar Components

Sway Bar Link

Sway Bar Link Bushing

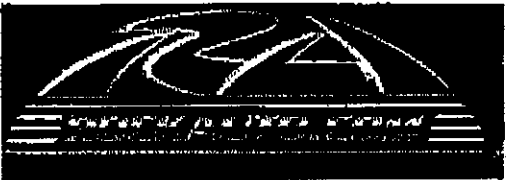
Sway Bar Link Nut

Sway Bar Link Bolt

Sway Bar Link Washer

Replacement Front Sway Bar Link - OE replacement

2011
*
↙



2011 FORD E-150 Stabilizer Bar Link

Promotions & Rebates

Show Prices In US Dollars (\$)

Update

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AUTO PARTS PRICE COMPARISON

2005 Volkswagen Golf Timing Belt

Parts Store	Part Brand	Price
RockAuto	Gates	\$18.70
Advance	Dayco	\$25.19
Autozone	Duralast Dayco	\$27.99
O'Reilly	Gates	\$29.99
NAPA	NAPA	\$36.49

(as of 7/27/2011) RockAuto price is regular price, NOT a special price created for this comparison.



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2011 : FORD : E-150 : 5.4L 330 cubic inch V8 FI CNG (L) :

Price Add to Cart

Suspension : Stabilizer Bar Link

RAYBESTOS Part # 5451211B [More Info](#)
Service Grade; Sway Bar Link
Rear Suspension; Link And Bushing Kit



\$15.37

Add Part

MEVOTECH Part # MS40835 [More Info](#)
Stabilizer Bar Link Kit
Front



\$19.78

Add Part

RAYBESTOS Part # 5451760 [More Info](#)
Professional Grade; Sway Bar Link
Front Suspension



\$24.79

Add Part

RAYBESTOS Part # 5451211 [More Info](#)
Professional Grade; Sway Bar Link; Sway
Bar Link Kit; Contents: (1) Link; (2) Bushing -
1.24" OD; (2) Bushing - 1.56" OD; (1) Sleeve
- 1.28" Length; (1) Washer - Flat .38" ID; (1)
Washer - Flat .488" ID; (1) Nut - Lock 3/8" -
16 (Rebate/Promotion Available) See



\$32.79

Add Part

[Promotions & Rebates Page for Details.](#) *
Rear Suspension; Link And Bushing Kit

ACDELCO Part # 45G20784 [More Info](#) (#19255420)
LINK,FRT STAB SHF

\$24.79

Add Part

* Non-stock item—shipping delayed up to 5 business days

Please check notes in each part listing to ensure the Stabilizer Bar Link is correct for your 2011 FORD E-150 with a 5.4L 330 CNG engine. RAYBESTOS, MEVOTECH, & ACDELCO are competing brands, and each brand's Stabilizer Bar Link may be interchangeable. Special restrictions like "California only" or "with sport package" may indicate a Stabilizer Bar Link fits only certain 2011 FORD E-150 models.

Clicking a "More Info" link will display a picture and/or other details about that Stabilizer Bar Link in a separate window (you may need to turn off your pop-up-blocking software for this to work).

After choosing a Stabilizer Bar Link, click the "Add Part" button. Shipping costs will be shown on the Shopping Cart page. You may use your browser's Back button, or click on "Find More Parts", to find more Suspension parts, other FORD E-150 parts, or parts for a different vehicle. Please try our Interactive Catalog (click red Start button above) for faster searching. Both catalogs use the same shopping cart, so any auto parts you've already chosen for your 2011 FORD will not be lost if you switch.

2011

ADDITIONAL IMAGES



RELATED PRODUCTS

1992-2008
REAR



1992-2008 Ford E150 Van - REAR Sway Bar (1 1/8" diameter)

MFG: Hellwig \$194.36

Part #: 7642FV

Our Price:

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