

C1-10409490-8787

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

OCT 25 2011

October 25, 2011

FAX ONLY
(202) 366-7882
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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)

SUBJECT: COMPLAINT REGISTERED ON THE FORD E-150 CLUB FORUM
OCTOBER 20TH LETTER FROM REP. JOHN YARMUTH AND
YOUR MR. CHAN D LIEU LETTER OF OCTOBER 17TH

Dear Mr. Borris:

Please observe a copy of the complaint located under the Ford e-150 Club Forum; 2011 E-150 Poor Handling. Please observe that the consumer just purchased a 2011 E-150 XLT nine (9) passenger van for a van pool. This means traveling with 8-13 passengers depending upon the seating arrangement. Here seating arrangement must be for 10 or 9 as described on the post.

Same conditions are described whether empty or loaded. You can observe the comment-- "empty or loaded, the van requires constant attention and correction to keep it going straight". This is the "body roll" "wandering" "sway" that I have been describing to you specific to the E-150 Club Van Wagons.

Most of the E-150's are used for cargo and typically those vans probably do not exceed 40 or 50 mph. Extreme danger starts after that mph and is present at the lower mph anytime the wind is blowing over 8 mph. The description on the web site posted by FLHBob described what we have experienced with our 2011 van but do not experience it with my 2005 van which I still use.

There is going to be an accident at a high rate of speed and deaths will result. It is just a matter of time!!

The service bulletin about "wandering" that came out in 2010 is because of the E-150's wandering, body roll and sway due to suspension issues however, focus in this bulletin was on the gearing mesh adjustment which only masks the situation and likewise creates additional danger. One dangerous assumption is that the problem originates with the steering, however, the problems originate elsewhere and therefore it is impossible to address with steering gear adjustments.

RR
110211
TW

October 25, 2011
Mr. Frank Borris

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What is described by FLHBob is the driver reacting to sway. The steering is so tight that when one reacts to sway it is a constant wiggle back and forth. When the sway is severe, the driver responds with a knee jerk reaction to sharp turn the opposite of the sway. This is going to cause one of these boxy E-150 vans that is already prone to tumbling to do just that – down the highway.

It is not about engine, – it is about the E-150's inadequate suspension that cannot handle wind deflection, tires, and springs that caused the results in the body being 2-3 inches higher from the pavement..

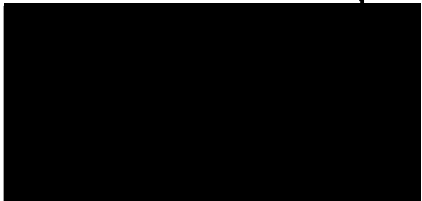
The steer gear mesh adjustment referenced in the 2010 service manual, is typically for automobiles that have had a lot of use or mileage where over time an excessive amount of play is created. An adjustment to the steering gear mesh eliminates excessive play.

As described in an earlier fax to you, the same van behavior is described by FLHBob. If the van were sent to a dealer, it would likely result in the steering gear mesh adjustment being loosened to create play or some other speculative guess. The driver unknowingly is contributing to the sway problem because it's a constant white knuckle hopeless fight to use the steering wheel to counter sway/wandering when in reality the body is moving because of other factors and forces.

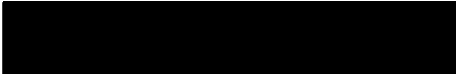
My 2011 E-150 XL Van Club Wagon has a towing package for a boat. Can you imagine how the boat would be slung around based on the description by FLHBob?

The problem perhaps is due to the fact the Ford eliminated the anti sway bars several years ago that stretched from wheel to wheel and into the steel suspension on both sides. It was replaced with a tab and link design that was elaborated upon earlier in previous communications that suspension experts suspect is the problem. Would urge a recall before someone dies.

For reference purposes, see attached 10/20/11 and 10/17/11 letters.



Louisville KY



cc: **FAX ONLY**
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Ford E-150 Club Forum: 2011 E-150 poor handling

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2011 E-150 poor handling

Posted by: FLHBob - Jun 22, 2011 at 09:59 PM
About: 2007 Ford E-150 XLT

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Just got a 2011 E-150 9 passenger van for a van pool. Empty or loaded, the van requires constant attention and correction to keep it going straight. Verified tire pressures at 55 front, 80 rear. Any ideas? I read comments about the van's "crisp handling and power." Well, this one's handling is anything but crisp -sways and wanders - you best pay attention. By the way, the 4.6 is no where near enough engine for this van - a real dog. Thanks in advance.

Answer This Question

answer monitor bump

report

1 REPLY



papa replied to FLHBob Jun 23, 2011 at 12:02 AM

4,385

first drop the tire pressure to 45 lbs on all 4 tires,80 in rear is way to much,if handeling problems persist have a front end alignment done,first which vehicle is it ,the 07 f-150 or the 2011 van,if van did you buy it new,take back to dealership,tell them how it drives should be under warantie.

[Feedback](#) (javascript:return false;)



Congress of the United States
House of Representatives
Washington, DC 20515-1703

JOHN A. YARMUTH
MEMBER OF CONGRESS
3RD DISTRICT, KENTUCKY

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October 20, 2011

[Redacted]
Louisville, Kentucky [Redacted]

Dear [Redacted]

Recently, you contacted me regarding your issues with the National Highway Traffic Safety Administration.

As you know, I forwarded your correspondence to the National Highway Traffic Safety Administration, asking the agency to address your concerns. Enclosed, please find an update from the agency in response.

I hope you find this information helpful. My office will continue to keep you informed of any further developments in your case. In the meantime, please do not hesitate to contact my office if you have questions regarding this or any other matter of concern.

Sincerely,

John Yarmuth
Member of Congress

2179139
Brooke
10/19/2011



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

October 17, 2011

The Honorable John Yarmuth
Member, U.S. House of Representatives
600 Martin Luther King, Jr. Place, Suite 216
Louisville, KY 40202

NVS216-nam
Ref. No. 10409490

Dear Congressman Yarmuth:

I appreciate you contacting the National Highway Traffic Safety Administration on behalf of your constituent, [REDACTED] concerning his model year (MY) 2011 Ford E-150 vehicle. We are conducting additional assessment of the conditions reported by [REDACTED]. We will contact your office with the results of our assessment.

I hope this information is helpful. If you have any questions, please contact me or Mr. Claude H. Harris, Acting Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,

Chan D. Lieu
Director, Governmental Affairs,
Policy and Strategic Planning

cc: Washington Office