From:	Wells, Cynthia CTR (NHTSA)
To:	Fogle, Brenda CTR (NHTSA)
Subject:	FW [redacted] E-150 letters (fax) Artemis Audit
Date:	Monday, November 21, 2011 3:04:54 PM
Attachments:	8-23-11 Letter.PDF 8-9-11 Letter.PDF 8-16-11 Letter.PDF 8-17-10 Letter.PDF 8-18-11 Letter.PDF 11-16-11 letter.PDF 11-11-11 letter.PDF

From: Reid, Randy (NHTSA)
Sent: Monday, November 21, 2011 3:05 PM

Cc: Price, Jeffrey (NHTSA)
Subject: FW: [redacted] E-150 letters (fax) Artemis Audit
please add these complaints to VOQ 10409490 per Jeff Price's request. No response is needed.

From: Price, Jeffrey (NHTSA)
Sent: Monday, November 21, 2011 10:29 AM
To: Reid, Randy (NHTSA)
Cc: Borris, Frank (NHTSA); Magno, Gregory (NHTSA)
Subject: [redacted] E-150 letters (fax) Artemis Audit

Randy I looked at the letters/ faxes in Artemis against VOQ#10409490 and compared them to what I have. I have a total of seven that are not shown in Artemis. The seven are attached for uploading to Artemis. We should be 100% of the letters / faxes from [redacted] with the ones attached.

Thanks,

Jeffrey M. Price

Defect Investigator
Defects Assessment Division
Office of Defects Investigation
National Highway Traffic Safety Administration
NVS-211 Rm 48-218
1200 New Jersey Avenue. SE.
Washington D.C 20590
Phone - 202-366-5410
Fax - 202-366-1767

November 11, 2011

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

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

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

Dear Mr. Borris:

This will supplement my earlier correspondence of November 10.

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

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

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

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

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

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

Yours truly,

[redacted]

Louisville KY [redacted]
([redacted]), Extension [redacted]
Cell [redacted]

MR ROGER SAUL
NVS-213
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

MR RANDY REID
NVS-213
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

FAX COPY
(202) 366-7882
(202) 366-3081
(937) 666-3590
(202) 366-1767

November 16, 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]

Dear Mr. Borris:

For reference purposes, please see the attached faxes of November 14, 2011 and November 15, 2011 to William "Bill" Weigel and the fax to BBB of Louisville dated November 15, 2011.

Please observe that "Medley's" confirmed that there was a sway bar problem that should be repaired and honored under warranty by Ford Motor Company. Medley's refused to help and refuse to go on record because they are an independent Ford contractor that has a large revenue stream from Ford.

Mr. William "Bill" Weigel is also a proprietor of a local company that specializes in truck suspensions. The E-150 is a truck cargo/passenger van.

Please observe that in light of the sway bar photographs that were sent to BBB of Virginia, which were the same photographs that you received, BBB of Virginia has indicated that the photographic information and the risk and hazards volunteered by Medley's and Mr. Weigel is to be concealed from the mechanic prior to a test drive to be performed in the near future.

This is the type of negligence that can cause death on our highways. BBB of Virginia, after bringing the risks and hazards to their attention, still wants the mechanic to test drive the vehicle at 70 mph during windy conditions, i.e. a stress test so to speak under strained conditions. BBB of Virginia says the defective sway bar equipment risks cannot be voiced to the mechanic prior to a test drive, which as you know places the mechanic at risk and creates grounds for gross negligence.

Here we have a situation where no one in the mediation process has visually inspected the defective sway bar equipment which as you know based on photographs is locked up and jammed from a sway movement from the driver's side to the passenger side. Mr. Weigel also receives contracted business from Ford Motor Company. It is a company like his and a company like Medley's that corrects all of the problems that purchasers of Ford trucks are

encountering. Mr. Weigel indicates that he has a conscience and he is not afraid to speak the truth and voice his concerns.

Mr. Weigel was puzzled and concerned as to why the design was changed after year 2009 to where the sway bar is now connected to links and not through the frame suspension as shown in the 2005 van photographs that were provided. He contends this is the reason for the sway bar movement. What he recently mentioned that has not been pointed out before is that there is tremendous strain on the links that are severely slanted but should be vertical. The links in the photos are severely pivoted and these links are under extreme pressure. He indicated that the sway bar link on either side could easily break under such stress and then the sway bar is going to fall down on top of the steering rod, become entangled and then probably cause a fatal accident.

When I pulled the van into Mr. Weigel's lot at his business my wheels were slightly angled. This provided access through the wheel well where Mr. Weigel grabbed the sway bar and, in light of it being in a jammed position, was able to slightly wiggle the sway bar. He turned to me and indicated that the sway bar should be stiff and should not be moved ever so slightly by grabbing the bar with one's hand and agitating the sway bar. We are talking about slight movement when there should be absolutely no movement at all.

"Hellwig", a suspension specialist, indicates these factory sway bars are hollow in which case the sway bar hitting the sway bar bracket (metal to metal), it could cause the bar or bracket to break.

It should be easy for anyone at NHTSA to determine if a link broke it would fall on top of the steering rod and result in catastrophic consequences. All that is necessary is to look underneath the bumper.

Thanks for consideration on this matter and have a good day.

Yours truly,

[redacted]
Louisville KY [redacted]
[redacted], Extension [redacted]
Cell [redacted]

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

FAX ONLY
(202) 366-1767
MR RANDY REED

November 14, 2011

FAX ONLY
583-3408

MR BILL WEIGLE
BILL'S AUTO SPRING SERVICE
827-833 S 15TH T
LOUISVILLE KY 40210

RE: 2011 E-150 FORD CLUB WAGON
VIN #1FMNE1BW1BD[redacted] WITH TOWING PACKAGE
SWAY BAR WITH TAB & LINK DESIGN

Dear Mr. Weigle:

Thanks for examining the above described van wagon truck on the morning of November 12. If I recall correctly, the following comments and conclusions were drawn:

- The anti-sway bar aka sway bar is stuck and jammed caused from a driver to passenger side sway bar shift.
- The sway bar is making metal-to-metal contact with the driver side bracket.
- Both links are angled toward the front passenger side wheel and are not in a normal position.
- The sway bar is not positioned in its correct field.
- The sway bar and links in their present position are symptomatic of a dangerous condition and should not be driven.
- The sway bar links are severely pivoted which could break resulting in the sway bar dropping down and entangling with the steering rods.
- The sway bar and links are causing control issues.

I probably left something out but would appreciate these statements and any other additional statements made in writing over your company letterhead.

Yours truly,

[redacted]
[redacted]
[redacted]
Louisville KY [redacted]
[redacted] Extension [redacted]
Fax [redacted]
Email: [redacted]

November 15, 2011

FAX ONLY
583-3408

MR WILLIAM "BILL" WEIGEL
BILL'S AUTO SPRING SERVICE
827-833 S 15TH T
LOUISVILLE KY 40210

RE: 2011 E-150 FORD CLUB WAGON
VIN #1FMNE1BW1BD[redacted] WITH TOWING PACKAGE
SWAY BAR WITH TAB & LINK DESIGN

Dear Mr. Weigel:

Sorry I misspelled your last name in the previous fax. I am sure you have been called worse ☺.

Something that may have occurred to you but not me at the time of my visit to your company on November 12 would be how the control issues would affect the end of my fishing boat trailer that extends 30 ft. beyond the ball hitch. When I am traveling down a 2-lane highway the base of the trailer typically is only about six inches from the center line or the shoulder of the road. I have never even attempted to try and trailer my boat as I was cautioned not to in light of the control problems being experienced. You know how it has the "crack the whip" effect whereby if control issues start at the front of the van it is greatly magnified by the time the movement in the front makes its way to the end of the trailer. Feel free to add your comments to the commentary that I have requested.

I did not use the word "vertical" in describing the proper position of the sway bar links. Of course, I am not a suspension specialist and I do not know if tongue weight being transferred to the rear of the vehicle at the towing ball would have any consequential effect on the sway that we are experiencing. What appears strange to us is that there is horizontal movement of the sway bar. I understand that the sway bar is supposed to eliminate a rocking effect like a wave hitting the side of the boat but we have experienced that as well.

My wife used to work as a laboratory technician at Brown Foreman – one of your business neighbors. She knows how to use a caliper that was borrowed from Haas Auto Parts and Machine. They were the ones that volunteered that under no circumstances should any attempt be made to tow anything with the 2011 E-150 Club Wagon until the control problems were corrected. We have faxed to you that the 2011 sway bar had a 1.020 inch OD reading and the 2005 had 1.015 inch OD.

I had a conversation with Dave Wheeler, Chief Engineer at Hellwig and a suspension specialist at 3:17 p.m. EST on August 8. Being the lead engineer, Mr. Wheeler offered to repair the van free of charge and guarantee satisfaction provided I transport the vehicle to Hellwig. It was for future product development.

Mr. Wheeler came up with your same conclusion that a front sway bar was needed to be bolted directly into the frame suspension and that a rear anti-sway bar was likewise needed. Perhaps high performance shock absorbers and he added polyethylene bushings. He seemed to think this would solve all of the control issues that we were encountering.

I spoke with Mr. Bennie Asnoma, a Service Technician at Roadmaster in Vancouver WA. This occurred on August 4 at 11:56 a.m. Mr. Asnoma confirmed that all of the symptoms I described were indicative of sway. He drew the same conclusions drawn by Mr. Wheeler at Hellwig in Washington. Mr. Asnoma, like you, cautioned that the vehicle should not be driven until properly repaired. He concurred that the conditions would prompt the driver to over steer as a knee-jerk reaction to the "sway".

Prior to discussing this with Mr. Dave Wheeler I talked to a consultant at Hellwig Products. This consultant told me that OEM sway bars are typically hollow. He indicated that Hellwig solid sway bars are 1 ½ inch minimum in thickness built with No. 4141 tempered steel that has memory. He indicated that the typical factory sway bar is made of No. 1060 rolled steel, which is typically inferior and has no memory retention. He noted that these types of replacement sway bars are greater in diameter than OEM products and not anchored by links or tabs.

In the discussion I had with Virginia at Downtown Ford, who is the Service Manager there, she stated that left to right movement of the sway bar was normal and it was likewise normal of metal to metal contact with the steering bracket. The Hellwig technician and Roadmaster technician stated that it is acceptable if sway bars rotate slightly up and down within the bracket but that shifting to the right or left side aka "walking" is not normal and this is a symptom of the sway bar being grossly inadequate and defective. The Hellwig and Roadmaster consultants also stated that beefed up springs in the 10-ply tires create a much different platform below the body and, as I suspected, "not forgiving".

Enclosed is a letter that I directed to Virginia at Downtown Ford dated August 4, 2011. I spoke with a technical consulted at Performance Suspension Technologies (PST) on the morning of August 7. After describing my experiences with the E-150 2011 Van, Mr. Moore indicated that the 2011 model was changed to serve truck characteristics at the expense of passenger transport and pulling a trailer. He stated that the van as a passenger van with a towing package is not safe and not suitable for travel at a high rate of speed such as between 50 mph and 70 mph.

Mr. Moore stated that the van is top heavy and the center of gravity was raised creating more instability. Mr. Moore indicated that the classic symptoms I was described was because the van could not handle wind deflection that is necessary to prevent sway. Mr. Moore stated that the sway bar is grossly undersized and under no circumstances should there be a right to left shift aka "walking" as is the case with my van. Mr. Moore had no incentive to sell me anything or gain from the expertise he was providing because their company did not have sway bars to fit my needs to correct the problem.

Basically, we have three suspension experts that concur with your analysis and these people have the advantage of Engineering Departments. This is a tribute to your expertise and knowledge that you have gained over the years.

I have enclosed a "Cruisers Forum". Mentioned are the same E-150 platforms that are used in light duty recreational vehicles. Attached you will also find a copy of the Technical Service Bulletin (TSB) because there were a rash of complaints about "wandering" which is the same thing I was experiencing. The Field Rep, Mr. Michyna, was perplexed and did not know how to diagnose the problem. After waiting two weeks to come up with a solution to the sway that I was experiencing, he told the shop foreman at Downtown Ford to adjust the steering gear mesh which almost caused another accident. We would have to turn the steering wheel half way around before the wheels would react.

Finally, enclosed is an incident that happened to an owner of a Club Van Wagon just like mine. He describes two near death accidents, both occurring at a rate of speed between 65 mph and 75 mph under windy conditions but these wind conditions are not considered severe. It is what you are going to encounter any time a storm pops up when you are traveling.

I look forward to receiving via letter that you will send me that includes the bulleted items that I emphasized in my earlier fax to you. You may want to add something about potential towing issues and confirmation of the 3/4 ton capacity springs creating a higher center of gravity that could exasperate or add to the sway problems.

Thanks so much for your help and have a good day.

Yours truly,

[redacted]
[redacted]
[redacted]
Louisville KY [redacted]
[redacted] Extension [redacted]
Fax ([redacted]
Email [redacted]

FAXED

August 4, 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]
WITH TOWING PACKAGE

Dear Virginia:

In conducting further research on the "sway" issue, properly engineered anti-sway bars will eliminate "body roll" aka sway. In addition, correct anti-sway bars will reduce and eliminate sway on long sweeping corners, on and off ramps as well as emergency maneuvers.

The better anti-sway bars are built with additional mounting points and adjustable helm joint in links to eliminate undesirable handling characteristics of the current suspension setup such as "over-steer" or "under-steer".

The text of the abovementioned paragraph was taken directly from an "Anti-Sway Bar" website.

I also spoke with a consultant at Hellwig Products. Their "solid" sway bars are 1 ½ inch minimum, sometimes wider, built with No. 4141 tempered steel that has memory. The typical factory sway bar is made of No. 1060 rolled steel which is typically inferior. That type of steel has no memory retention. It is not tempered either. These types of sway bars are greater in diameter than OEM and not anchored by links or tabs.

You had indicated to me that you confirmed that the roll bar on my E-150 2011 van had shifted to the right where metal was touching metal. You stated this was "normal". According to the Hellwig technician and a Roadmaster technician it is okay if sway bars rotate slightly up and down within the bracket but that shifting to the right side or left side aka "walking" is not normal and is a symptom of the sway bar being grossly inadequate and defective.

The Hellwig consultant and a Roadmaster consultant also stated that beefed up springs and the 10-ply tires create a much different platform below the body and as I suspected is "not forgiving". Larger, beefier springs and stiff 10-ply tires and possibly defective rubber bushings (like the cracked shock absorber bushing), according to these consultants, would be

significant contributors to creating sway as more pressure is being exerted between the frame and the body.

The "wandering" that consumers are experiencing is "sway" and then the driver panics with a desperate attempt to correct the sway by grabbing the steering wheel and turning it in the opposite direction of the sway thus creating over steer.

I find it particularly upsetting that you stated to me that the "shift of the sway bar to the right where metal is touching metal is normal", which according to the suspension experts at Hellwig and Roadmaster is not.

The fact that the body is 2-3 inches higher than on my 2005 model suggests a greater separation from the frame and thereby creating a greater probability of sway. In summary, stiff tires, inadequate sway bar, and a 2-3 inch higher clearance from the body to the street suggests that the additional pressure is too much for the inadequate sway bar to handle.

The 2011 E-150 exhibits every characteristic that a properly engineered front and rear sway bar is supposed to correct.

Finally, the consultant confirmed that it was vitally important when towing behind the E-150 that "sway" has to be totally eliminated before any attempt is made to tow a boat and trailer. When "sway" is encountered, the driver tries to correct with turning the steering wheel in the opposite direction causing "whiplash" to whatever is being towed. What is towed then goes into a ditch or crosses the dividing line into oncoming traffic.

From the time that the van was delivered to me at the dealership it has failed to conform. Due to non-conformity use has been substantially impaired to where the vehicle can only be operated safely at speeds of less than 45 mph. Due to "sway" the towing feature has been totally impaired.

On the first attempt at repair your technicians confirmed "sway" but made no adjustments. The second attempt at repair occurred when you test drove the vehicle with your shop foreman and confirmed the existence of "sway". You test drove another 2011 E-150 off your lot and confirmed experiencing the same type of sway. The third attempt to diagnose and repair occurred with your shop foreman and the Ford engineer Mr. James Michnya out of Cincinnati. The engineer confirmed sway, was confounded and suggested adjustments outlined for 2010 models as stated in NHTSA reference #10032624. A guess to follow a 2010 Service Bulletin is not adequate to address safety concerns. The fourth attempt at repair was after adjustments were made to the steering gear mesh box and tire alignment which did not eliminate "sway". The fifth attempt at repair occurred when I dropped off the van on August 1. Due to safety concerns the van has not been operated or has been at Downtown Ford, for the most part, between July 5 and August 3, which is about one month.

I look forward to your reply to my fax of August 3 and any comments you would like to make concerning this fax communication. Feel free to call if you choose or you can fax me at [redacted] As always thanks for your time and consideration.

[redacted]
Louisville KY [redacted]
[redacted] Extension [redacted]
Cell [redacted]

safercar.gov

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

HELPFUL WEBSITES ABOUT THE 2010 FORD E-150, DIFFICULT TO CON CONDITIONS

No one has added a helpful site for this 2010 E-150 problem yet. Be the first!

#1

2010
MAY 04 **E-150 XLT Premium 4.8L V8**
AUTOMATIC TRANSMISSION 200 MILES

Have to life threatening events on the Interstate with wind speed of 10 to 19 mph. direction for no reason. Ford can not fix and I will not drive the van on Interstate F

greenert
Johns Creek, GA, USA

SEND A COMMENT »

---

our username:
[redacted]
password
[redacted]

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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)*

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)*

Quote:

> Originally Posted by **Henry10s**
> *150's steering is busy and sloppy and you have to constantly adjust when driving. Part of it is attributed to sway, and part of the sway is attributed to soft sidewalls of the tires -- jelly feeling....*

E150

can I swap it to another model steering without bigger problems ?

and get rid of that sloppy#%# ---nes ?

I have tried 2 other E-lines but cant recall the model number , do think one was a inline six E150 , the other a Diesel cargovan could have been a E350

Sincerly
JC8X

Tires must be Load Rated E, properly inflated. New tires from PW should be E rated unless they were swapped (by dealer?). That is why I suggested to verify.

E150

PW now has a rear sway bar made in Vancouver. It can be retrofitted in older models. I will get one eventually (next year?). I think it is now standard on recent models or it maybe an option. Sway bar will reduce lateral up&down motion induced by sharp turn and road bumps/divots.

E150

A trackbar (aka Panhard rod) is very different than a sway bar (anti-roll bar). It will reduce the left-right action induced by cross-wind & close encounter with "18wheelers".

Johnny

DiscoverThis
Uniontown, OH
USA
Full Member
Joined:
06/16/2004

Posted: 06/21/11 08:27am — Link | Quote | Print | Notify Moderator

I can appreciate your frustration. We purchased a new Excel TS in 2008 and spent 3 years trying, unsuccessfully, to solve this problem. The only solution to our problem was to trade it in on a new Roadtrek. Wish I hadn't waited so long.

W

E-150

This, sadly, was the experience of some RV neighbors we met in AZ. I was admiring their PW Excel and then they regaled us with their bad experiences. Their issues were never resolved, either. I think theirs was either a 2007 or 2008 and they were planning to trade it, also.

Good Sam RV Club Member

A year later, though, I met a guy at a fuel station in the NV desert who was also driving a newer PW Excel who was happy with it. And he surely would have experienced wind on that leg of his journey.

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OldLadyDriver
San Luis Obispo
New Member
Joined:
06/20/2011
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We stupidly purchased a 2011 Excel Pleasure Way without doing research ahead of time. In any case we have had it for six months and only driven it twice. One problem after another.
Newest issue is the steering. It is scary to drive the way it sways on the road. Old lady here is the main driver and there is no way I would let my husband drive this van.
It is at the Ford dealer now. At first they told me it was fine. Finally I got a man to go in and drive it with them and finally they admitted there was a problem. I find this vehicle undrivable and unsafe.
Does anyone have a comment on this problem and can it be solved.?

E-150

I will note that PW in Canada has always been nice and responsive when we called them, but I drive this vehicle alone and need to feel safer. Will I?

Cruisers Forum

Main Forum => General Discussion => Topic started by: jdw on March 24, 2011, 02:51:47 PM

Title: **Suspension and handling**
Post by: **jdw** on **March 24, 2011, 02:51:47 PM**

We're in our 2350 right now. The wind's up today and my wife (no I'm not driving and typing :)) is getting blown all over the road.

Based on the earlier feedback about leveling and stabilizing, I think for the time being doing some changes to the suspension would be a better overall use of money than leveling jacks.

I've read quite a bit on here about what people have done (Hi Ron!) and if I understand right there are several things to look at:

1) Shocks.
2) Stabilizer Bars (Front & Rear) AKA SWAY BAR
3) Steering Stabilizer
4) Rear trac bar

The problem I'm findng is none of these are available for the 2011 chassis. (Checked Roadmaster, Hellwig, Bilstein, etc.) Most of them seem to be available only for models up until 2008 to 2010 depending on the part.

Does anybody know where these types of parts might be available for a 2011 chassis?

Also, is a "sway bar" the same as one of the above? I'm a little out of my depth here.

Thanks!

Title: **Re: Suspension and handling**
Post by: **ron.dittmer** on **March 24, 2011, 04:42:59 PM**

Hi jdw,

A sway bar and stabilizer bar are one and the same.

BEFORE YOU BUY ANYTHING, first get a front wheel alignment, compliments of Ford. Call Ford customer service for instruction. When you go there, have a full tank of fresh water & fuel, all your gear, etc. Try to simulate the weight as if leaving on a trip. If you want to go the extra mile, add weight to simulate driver and passenger. I threw in some weights from exercise equipment, set on the floor behind the two front seats.

About your 2011 chassis not having availability, I suspect the on-line information has not yet been updated to accomodate 2011 model years. I advise to call Helwig and Roadmaster direct. They may say to simply order 2010 parts.

I also advise to have both the rear sway bar and rear trac bar installed at the same time. This because the installer will need to adjust the position of the sway bar to accomodate the trac bar. You would not want anyone to mess with sway bar mounting hardware twice.

If your budget is very limited, start first with rear sway & trac bars. That will address the worst of your handling troubles. Immediately following would be a front sway bar. If you still have issues, then do the shocks and steering stabilizer.

As you know we had everything done all at once which made a "MEGA" improvement in handling. Our rig is a real joy to drive and ride in. No more "Drunken Sailer".

Title: **Re: Suspension and handling**
Post by: **billy** on **March 24, 2011, 04:50:08 PM**

http://www.brazelsrv.com/

These are great people to deal with. Just purchased a Rear Trac-Bar and very pleased. Told them my rig was a 2011 and he check, recommended the trac-bar, I put it on and works great.

1) Shocks.
Shock absorbers are just that, as you your rig moves up and down the shocks help it from being a yoyo. Absorbs the bounce

2) Stabilizer Bars (Front & Rear)

Both front and rear are too small. After market is much larger (in diameter) helping keep your rig from side to side motion.

3) Steering Stabilizer
On the front, big & costly shock. Helps when hitting ruts, off the shoulder, quick movements of the rig. Not being a smart ass, but it's a steering stabilizer. Usually mounts on a solid part of the frame and then to the front steering suspension.

4) Rear trac bar
Also the trac-bar mounts to the rear housing and then to the frame. When a big truck passes you, you do not have that rear side-to-side movement. It does not affect the up and down movement.

I hope this helps, I know I've probably forgot something. billy

Post by: **ron.dittmer** on **March 26, 2011, 09:44:40 PM**

I will take a stab at it too.

Sway/stabilizer bars reduce side-to-side swaying. Like a pine tree would sway in a gusty wind storm. Like a boat or a buoy rocks side-to-side in water.

A rear trac bar eliminates horizontal side-to-side motion. The motion is caused from the rear leaf springs twisting. That is why on a van style class B+/C there is no need for a front trac bar because the chassis does not have front leaf springs.

I can easily create the same motion with my little Ford Ranger pickup truck by standing close to the rear tailgate, pushing on the side in quick succession, getting it to shake it's butt sideways wildly. I cannot do that with the front end because it has coil springs and the rest that goes with that type of suspension.

Title: **Re: Suspension and handling**
Post by: **mcial2000** on **March 26, 2011, 09:49:21 PM**

Ron & Billy:

It seems to me to the anti-sway bars and trac bars do the basically the same thing. Which one is the better one to start with?
DJM

Title: **Re: Suspension and handling**
Post by: **ron.dittmer** on **March 26, 2011, 10:01:48 PM**

Each addresses a different type of unwanted motion. I advise to get both right from the start. If you do just the sway bar, I understand it will have to be removed to install the trac bar, so just do both..... done once, done right.

Title: **Re: Suspension and handling**
Post by: **imichael** on **May 10, 2011, 12:07:11 AM**

After reading everyone's comments, I decided to replace the shocks and sway (anti sway for the purist) on my 2350. It took me a full day to replace the stock shocks with Bilstein HD shocks front and back only because I kept having to "find" tools I just had. Then I replaced the front and back sway bars with Hellwig anti sway bars, and that took me one day for the rear bar and a couple hours for the front bar. It was a fairly simple installation except for a couple times when I over thought what I was doing. After installing the front shocks, the test drive didn't show significant difference except for a stiffer ride. The new rear shocks made a significant difference. Then the test drive with the new rear sway bar was everything everyone has commented on in this post. The front sway bar topped off a very satisfactory installation and test drive. The difference is remarkable! We're leaving next Monday on a long trip east, and I can't wait to experince the difference on the open road. I did all the labor myself, and the total cost for these upgrades was $790.70. The best price I found for the Bilstein HD shocks was through eshocks.com for $82.55 each with no shopping cost or tax. The Hellwig front sway bar was $199.71, the rear $204.95 and shipping was $55.84 through sdtrucksprings.com. All parts were received within 5 days of my order. I'll get the steering stabilizer after this trip. I'm considering lowering the front tires to 70 psi from the recommended 75 to soften the ride a little. Anybody have any thought about whether this is a good or

FAXED

November 15, 2011

FAX ONLY
589-9940

ATTN: LORI
LOUISVILLE BETTER BUSINESS BUREAU

RE: 2011 E-150 FORD CLUB VAN WAGON
VIN #1FMNE1BW1BD[redacted] WITH TOWING PACKAGE
SWAY BAR WITH TAB & LINK DESIGN
SUBJECT: BBB AUTO LINE CASE FRD 1127028[redacted]
0428441741

Dear Lori:

It appears to me that we have a problem inadvertently created by the Autoline BBB process.

You are aware of the fact that we received permission from BBB Autoline in Virginia to submit pictures to document the existing position of the sway bar. We were likewise encouraged to have same documented by a suspension specialist prior to the test drive being conducted by the mechanic under windy conditions at 65 to 70 mph.

In attempting to document the position of the sway bar, which among other things would be necessary in the event the sway bar returned to its normal position, on Friday, November 11, we drove the truck van wagon over to Medley's Auto and Truck Alignment Service at 3913 Shepherdsville Rd., Louisville KY. We had an appointment with Emmett.

Emmett examined the position of the sway bar and admitted that there was a problem that should be repaired by Ford Motor Company. We asked Emmett for a written statement confirming that the sway bar was out of position. He refused indicating that Medley's was an independent Ford contractor and they receive a large volume of work to correct and repair truck warranty issues as they pertain to suspensions, alignments etc. We really cannot blame Medley for that response because they receive their livelihood from Ford Motor Company and rather than make an unbiased objective statement potentially cutting off their income stream, they refused to become involved. Money and not justice seems to be of most importance.

The following morning I took the 2011 van wagon truck to Bill's Auto Spring Service at 827-833 S. 15th St., Louisville KY 40210. Mr. William Weigel is the proprietor and this company has over 50 years of experience with truck suspensions. I am anticipating receiving a written report from Mr. Weigel. I traveled to his place of business not exceeding 20 mph. I simply asked him to validate the position of the sway bar consistent with ongoing communications with BBB.

After examining the vehicle, Mr. Weigel indicated the following:

- The anti-sway bar aka sway bar is stuck and jammed caused from a driver to passenger side sway bar shift.
- The sway bar is making metal to metal contact with the driver side bracket.
- Both sway bar links are angled toward the front passenger side wheel and are not in a normal position.
- The sway bar is not positioned in its correct field.
- The sway bar and links in their present position are symptomatic of a dangerous condition and should not be driven.
- The sway bar links are severely pivoted which could break resulting in the sway bar dropping down and entangling with the steering rods.
- The sway bar and sway bar links are causing control issues.
- The cargo load based on the springs is 3/4 ton instead of 1/2 ton, which is misleading to the consumer expecting a 1/2 ton capacity which always has been commensurate with an E-150.

The sway bar, as you know, has been in the forefront of this complaint. It is not my fault that the mediator failed to bend down, look under the bumper and note the compromised position of the sway bar and the sway bar links. When defective equipment is specifically referenced it has to be examined, which it was not. Now, a hazardous condition has been communicated to me and, in turn, through this communication to BBB of Louisville. When a hazardous condition exists or is suspected then it has to be disclosed to any party that potentially would come in contact with same. Not to do so is grounds for gross negligence. This error and omission has created the need for due diligence. I am sure the Louisville BBB has counsel to rely upon and any Kentucky attorney will tell you that when a potentially hazardous condition comes to light it cannot be concealed and in this situation it must be visually confirmed and acknowledged by BBB of Louisville.

As you know, we remain in the investigative stage. At the walk around inspection at the back of the church parking lot, Mr. Fox did not inspect the sway bar or the sway bar links. It is just a matter of bending over and visually you can see it all – as to how it is skewed caused by a driver to passenger side shift. It is also noticeable by viewing through the crack between the tire and fender wheel well. The sway bar equipment as indicated in the documentation and testimony has been the main point of contention.

If a consumer brings to light an issue where the vehicle has four power lock doors but only three of the power lock doors function or if a right sided product is affixed on the left side of the vehicle or if chrome is peeling off of a bumper, all of the above are facts that can be confirmed by visual observations. My van has a sway bar that is locked up in an abnormal position that resulted from a violent sway bar shift from the driver side to the passenger side. The skewed position of the sway bar was the same position the sway was in when the mediator should have bent down and visually inspected this failed piece of equipment. In

light of the fact that this was an inadvertent error and omission, nonetheless it can be corrected immediately at the direction of Louisville BBB.

In the last few days I have had two local suspension truck specialists volunteer problems and hazards which I am now obligated to communicate to anyone that comes in contact with the van or I can be held out to be grossly negligent if any information that "could" harm an individual has been concealed. This is known as due diligence and exercising a standard level of proper care and safety. If you consult with your BBB attorney in Louisville you will have his recommendation that the oversight by the mediator needs to be corrected before moving forward. At this stage, due diligence supersedes everything else and, accordingly, BBB of Louisville has an obligation to advise anyone of the perils of conducting a test when potential risks or hazards have been brought to the forefront by specialists.

This matter is in the jurisdiction of BBB of Louisville as BBB of Louisville was empowered to conduct a hearing and supervise the walk around inspection in Louisville KY by the mediator. Everything about the sway bar can be observed from the ground, as the van truck passenger Club Wagon stands high off the ground.

The BBB Autoline program operates with the blessing of the Kentucky Attorney General's Office. We know that any attorney would bring into question a procedure where a specialist brings to light hazards and then the appropriate warnings are purposely not communicated to anyone that comes in contact with the defective product. Such warnings cannot be concealed from anyone that could potentially be placed in harm's way. Further, the Kentucky Attorney General's Office supports the BBB Autoline program because it is supposed to be a fact finding procedure and not a procedure that suppresses, conceals or omits the facts.

As an owner of a vehicle, in light of the additional information that has been volunteered to me on 11/11/11 and 11/12/11 by two local well respected suspension specialists, I likewise am obligated to communicate to anyone that comes in contact with the van, of what was passed along to me; otherwise, I can be found grossly negligent for concealment. The owner, along with others in the process such as BBB of Louisville, has the responsibility to pass such warnings along.

BBB Autoline in Virginia is once removed from the procedure being conducted in Louisville KY. Further, to send a mechanic in blindly and conceal knowledge that places the mechanic at risk, which "could" harm the mechanic, is not exercising due diligence and reasonable care standards. Also, please secure copies of the photographs that were transmitted to BBB Virginia.

Proper due diligence means that I should drive the van down to BBB of Louisville to where BBB and/or the mediator can make a visual observation of the defective equipment and we can go from there. Bear in mind that we have had a total of five warnings, two from local suspension specialists that visually examined the sway bar and sway bar links on 11/11/11

and 11/12/11 and three out-of-state suspension specialists being Hellwig, Roadmaster and Performance Suspension Technologies (PST) that have stated (previously documented) that the van should not be driven until the problems are corrected.

I can have the van down at BBB at a moment's notice. Just provide me with a time and date.

After the sway bar and sway bar links are examined at BBB, it would certainly be prudent to have the mechanic that is supposed to drive the vehicle to confirm the condition and position of the sway bar. Then you will have unbiased validation from an ASE mechanic. A BBB representative can meet us at Bill's Auto Spring Service just a few blocks away from the BBB Louisville office.

Thank you very much.

Yours truly,

[redacted]
[redacted]
[redacted]
Louisville KY [redacted]
[redacted] Extension [redacted]

August 16, 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:

Sometimes when you dig and dig for answers you finally figure it all out.

Unfortunately, the TSB of April 1, 2010, NHTSA reference #10032624, TSB 09-20-7 is incorrect. The recommended adjustments can and likely will be fatal.

The TSB of April 1, 2010 came about because of "wandering" complaints by consumers. There is a little hex nut in the steering gear box that adjusts play in the steering wheel. The wrong diagnosis has led to the wrong adjustments. Further, it is much easier to adjust a screw one-quarter turn than to fix the real problem.

Owners of these vans were experiencing "body roll", "sway" and "body wandering". "Body wandering" is completely different than "steering wandering". "Body wandering" is when the body that sets on top of sets on top of the frame moves from wind forces; however, the frame platform (platform) remains in place. The driver sits in the body and when you reach a speed of 50 mph or maneuver a curve at 45 mph the body starts to shift while the platform remains in place and tracs true.

The driver incorrectly perceives that the entire van is shifting when only the body where the driver is sitting is moving. The driver panics in this situation because the driver thinks there is no reason for the van to move without having adjusted the steering wheel. The correct reaction unknown to all consumers is to sit there and not adjust the steering wheel and then eventually when the wind forces subside the van body will return directly on top of the platform.

If a driver is traveling down the road at 70 mph and there are winds hitting the van broadside then the driver senses that the van is heading for the ditch to the right and is dumbfounded because there has been no adjustment to the steering wheel. A wind of 8 mph or a gust of 8-14 mph should have no effect and not create body roll that the driver experiences.

So in the situation described above the driver thinks he is headed for the ditch and then jerks the steering wheel to the left and creates over-steer because in reality the platform is tracking

correctly. This reaction will cause the van to capsize and the entire van will tumble down the road into parallel lanes of traffic or into oncoming traffic. When the springs and the body of the van start to bring the body back to an upright position, the driver has already made a radical left adjustment on the steering wheel. When the body finally catches up to that adjustment, then we are tumbling down the highway.

These vans are large, box-like and top heavy and are prone to capsizing more than any other type of passenger vehicle.

Take a look at the two near fatal accidents described by the owner of a 2010 E-150 XLT Ford Passenger Van Wagon which is very similar to mine. It is ODI ID #10375895. The similarities when you compare those two incidences and my two near accidents are identical. On these four occurrences travel was 70 mph with wind speeds of 8-14 mph. I have taken the liberty of enclosing the weather reports on the date of the incidences on ODI ID #10375895. The weather reports on the incidences I reported to you about my van were attached to my August 9 fax.

In both instances the drivers thought they had lost control and the reaction was such that there were almost two near fatal accidents.

The problem with TSB dated April 1, 2010 is that there is nothing wrong with the steering and with the recommendations in the report to adjust the gear mesh as described, it is going to either create excessive play or be tightened so much that there is no play at all and then when the driver reacts in the situation above, there is no doubt that the van is going to capsize and tumble down the highway as the driver creates over-steer. The recommendations in TSB for April 1, 2010 mask the real problem and it is going to be fatal. All five experts that I consulted with stated that the adjustment in the steering gear box should not be touched for 3-4 years when suspension becomes worn and there is an excessive amount of play in the steering wheel. In other words, if a consumer is reporting "wandering" and not excessive wheel play, then the problem is a defective suspension and not the steering.

The body roll and body wandering that I described does not present itself until about 50 mph. The Ford technicians at the dealership at the first attempt at repairs indicated that when the beefed up springs were used it raised the body 3 more inches from the pavement creating more of a top heavy problem. The load E tires are not forgiving and are very stiff. The sway bar on my van that has shifted all the way to the right and the metal to metal contact is a symptom that the sway bar is undersized and engineering improperly and therefore grossly defective. The sway bar can move up and down but not to the left and right. The left and right movement of the sway bar means that the sway bar cannot handle the body stress above and body roll results.

I own a 2005 E-150 van and to this day I can take it up to 90 mph and there is no "body wandering", "body roll" or "sway". It has a towing package and is almost identical to the 2011 model except that the sway bar that is now manufactured is undersized, smaller than on the 2005 van and is attached differently with tabs and links. Also, the 2005 its closer to the pavement and the tires are not 10-ply load E tires.

August 16, 2011
Mr. Frank Borris

I implore you, and I would be willing to donate $500.00 to NHTSA if one of your staff members would take out a 2011 E-150. It doesn't have to be a van wagon. Take it up to 70 mph and then start jerking the steering wheel right and left and this will simulate the sway, body roll and body wandering.

I have already provided you with documentation substantiating many, many complaints on this type of behavior that has been exhibited from 2008 through and including 2011. Also, the same E-150 platform is used in conversion vans and in lightweight RV's. The email strings are everywhere as to the problems concerning "body wandering".

It is not often that E-150's that are used for cargo vans primarily exceed 50 mph. There are no mph limitations and these vans should only experience body roll in extreme tornado-like wind conditions.

All aftermarket sway bars are much greater in diameter and they are attached to the frame differently than the "tab and link system" design which is inherently defective. The tab and link does not hold the sway bar in place and therefore "walking" results. I still don't have an answer from Ford why my sway bar has shifted to the right causing metal-to-metal contact. It is because the sway bar is not sufficient and Ford does not want to admit it. The experts recommend front and rear sway bars directly connected to the frame and special duty shock absorbers and perhaps front stabilizers.

I implore you to do something about all of this before someone gets killed.

Yours truly,

[redacted]
Louisville KY [redacted]
[redacted] Extension [redacted]
Cell [redacted]

cc: **FAX ONLY**
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MR ROGER SAUL
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(202) 366-1767
MR RANDY REED

August 10, 2011

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RE: FORD E-150 VAN WAGONS (2008-2011)
2011 E-150 CLUB VAN XL PASSENGER WAGON WITH TOWING PACKAGE
VIN #1FMNE1BW1BD[redacted]

Dear Mr. Borris:

Enclosed is an August 10 letter directed to Virginia Payne at Downtown Ford. Also enclosed is a transcript of a conversation I had with Shanna Santiago with Ford Motor Company out of Central Florida. All of it is self-explanatory. It is obvious that Ford Motor is trying to cover up their problems.

For some reason Ford Engineer, James Michnya, wants me to ride with him in the defective E-150 Vans and then psychologically convince me that because all of the E-150 vans exhibit the same body roll, sway problems and wandering that somehow this justifies and compromises my safety concerns and therefore I should keep the van and risk a serious accident. Please add this to the E-150 file that you have.

Hopefully, you have looked over my previous fax of August 9. It included weather statistic information and in those situations where we were experiencing body roll, the winds were 8 to 14 mph.

Thanks for your time and consideration on this matter and have a good day.

Yours truly,

[redacted]

Louisville KY [redacted]
[redacted] Extension [redacted]
Cell [redacted]

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MR RANDY REED

August 10, 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 Virginia:

I received a call today from Ms. Shanna Santiago calling from Central Florida on behalf of Ford Motor Company. Ms. Santiago indicated she had spoken to you this morning which means you had already received my 13-page fax that was transmitted and received by Downtown Ford on the evening of August 9. Ms. Santiago did not have the benefit of the 13 pages of information; therefore, she was not prepared to discuss body roll, sway and wandering characteristics of the 2011 Passenger Van Wagon that I own. I mentioned to her I was still waiting on a response from you as to what was causing the "walking" of the rear sway bar in which five experts I consulted with stated that this means the bar is undersized and defective. I have been told this is dangerous and it is an indication of severe body roll as the rear sway bar is supposed to come back to home, so to speak.

Also, I have not been given a reason why the shock absorber bushing is cracked. Either we are looking at defective rubber or the shock absorber cannot handle the body roll and the movement caused an impact and therefore caused the bushing to split. I am told that the left to right shifting of the sway bar is a very dangerous situation and a tell-tale sign that the sway bar cannot handle the severe body roll.

Wandering, sway and body roll are all the same and exhibit all the same characteristics. When there is a slight wind and it hits the van broadside such as between 8 and 15 mph, which is what we have experienced, the sensation is that the wind is pushing the van off of the frame, i.e. it is starting to wander in the direction that the wind is pushing the body. This sensation can be created instantly by trying to avoid a hazard on the highway and on curves because of the g-forces.

Virginia, you and the engineer know exactly what is going on with this van. If you do not, then you need a new job.

August 10, 2011
Virginia Payne

I have taken the liberty of consulting with five experts, four of which are suspension specialists.

They are the very best in their fields. There was no sense providing you with a summary of my conversations with all of the experts, when basically all of the recommendations in the end were the same.

Enclosed you will find recommendations made by Performance Suspension Technologies. These people had no incentive to give me slanted advice because they had no products that I could purchase to satisfy the problem I was experiencing. The same is true with Hellwig and Roadmaster.

I spoke with two product technical specialists at Hellwig and Roadmaster. You will observe that Mr. Dave Wheeler is the lead engineer at Hellwig. Please note the offer that Mr. Wheeler presented to me. He indicated for future product development that Hellwig would make the necessary repairs to the van to correct the defects, to my complete satisfaction, at no charge. There are two truck plants at Ford Motor and I am sure trucks are shipped out periodically to Washington State. One truck hauled in combination with six or seven trucks headed to Washington State would not be much of a cost for Ford to bear. Ford could pick up the tab having the van shipped back to me from Washington to Kentucky.

All of the technicians and experts confirm that my van should not be driven over 45 mph and if there are similar characteristics being exhibited by other E-150 vans then I should not place myself into an unsafe situation knowing that a Ford engineer mentioned that the same characteristics exhibited in all E-150's was similar to what I have experienced with my 2011 Passenger Van with the towing package.

Ms. Santiago in Florida agreed it is wrong to compare an E-150 cargo van to a passenger van with a towing package coupled with limited slip differential. One van is made for hauling passengers and safe towing. The other van is made for hauling cargo. As to the percentage of E-150's that are manufactured that are Club Van Wagon XL's with a towing package and limited slip differential, I would think it would be quite difficult to find a model like mine and drive it around. I am sure it is going to exhibit what I have experienced with my van.

I am not interested in other vans – I only want the deficiencies corrected in my E-150, 2011 Ford Club Van Wagon XL with the towing package and limited slip differential.

The Ford technician that I have used for many years confirmed that the sway bar is undersized and should not be shifting to the right, as was the case when I returned the vehicle to Downtown Ford. He was the one that noticed that the shock absorber bushing was cracked and also the design change to a tab and link on the sway bar.

August 10, 2011
Virginia Payne

All aftermarket manufacturers produce sway bars that are substantially different than OEM sway bars. All of these aftermarket sway bars without exception are much larger in diameter. What does that tell you? They are made with tempered steel and not cold steel and they insert directly into the frame.

Virginia, have you ever seen the Ford automobiles in a Nascar race? These cars are only about 1 inch from the asphalt. Also, they are constantly making pit stops to adjust the suspension so that the body does not roll and slam into the sides of the track. A minute adjustment means all the difference in the world.

My van is 3 inches higher due to the beefed up springs. It's kind of like a van body on top of stilts and where the stilts touch the ground the anchors are insufficient.

Virginia, again I care about correcting the defects in my E-150. I could care less about cargo vans that are E-150's or the same E-150 platforms used by RV manufacturers which have a long history of problems with the body roll that the E-150 platform produces. I guess that's why everyone looks to Hellwig and Roadmaster to correct the deficiencies.

It is a really good offer on the table from Hellwig and the responsibility shifts to Hellwig to correct the body roll issues. I have had to purchase an extra four months of insurance so it should not be a problem for Ford to foot the bill to transport the van out to Washington and back to Kentucky. You never know, we all might learn something more about how to correct the defects.

Another alternative is for a local Hellwig affiliated company such as Medley correct the body roll and Ford absorb all the costs.

Another alternative is a full refund plus reimbursement for the extra vehicle coverage on my 2005 van that I had wanted to sell.

[redacted] cooperation.

[redacted]

[redacted]

Louisville KY [redacted]

[redacted] Extension [redacted]

lpb

Attachments: Recommendations by Hellwig
Recommendations by Performance Suspension Technologies

August 9, 2011

Spoke with Dave Wheeler at approximately 3:17 p.m. on August 8. Mr. Wheeler is the lead engineer for Hellwig based in Washington.

I described the symptoms and handling of my 2011 Ford Club Van Wagon XL with a towing package and limited slip differential. Wheeler said that a 2011 model was needed for Hellwig's future product development and indicated if I found a way to transport the vehicle to Washington DC that Hellwig would correct all the problems at no cost.

Mr. Wheeler had indicated that the current rear sway bar is insufficient and that there was no question that aftermarket sway bars were necessary that were larger in diameter, engineered correctly and applied correctly to the frame. He also stated that aftermarket shock absorbers would be a good idea and that polyethylene bushings were probably needed for the aftermarket sway bar.

Mr. Wheeler concurred that the vehicle was top heavy and what was connecting the frame to the body was insufficient. He also concurred that the changes made in the 2011 model would increase body roll and sway and also account for "wandering" that drivers were experiencing. He concurred that it is likely that most drivers would react incorrectly, grab the steering wheel and turn in the opposite direction of the body roll. This would be ill-advised and would create conditions for a severe accident.

Mr. Wheeler concurred that as speed is built up the wind resistance becomes greater; consequently, the reason for extreme sway and body roll problems. Mr. Wheeler indicated that the steering gear mesh should not have been loosened and typically it is adjusted after the vehicle has had several years of wear to "tighten up" free play in the steering wheel. He also indicated that prior alignment adjustment as recommended in the TSB would have minimal if no affect upon correcting body roll and sway.

He emphasized it was the body moving and not the frame platform underneath.

August 9, 2011

RE: 2011 VAN – RECOMMENDATIONS MADE BY PERFORMANCE SUSPENSION TECHNOLOGIES

I spoke to a technical consultant at Performance Suspension Technologies (PST) on the morning of August 7.

After describing my experiences with the E-150, 2011 van, Mr. Moore indicated that the changes made to the 2011 model served truck characteristics at the expense of passenger transport and trailering. He stated the van, for the use intended as a passenger van with a towing package, is not safe and suitable for travel at a higher rate of speed such as between 50 mph and 70 mph.

In terms of use, there are very few 2011 E-150 Passenger Van Wagons manufactured compared to all E-150's and other type trucks on the market. This is why aftermarket products to correct body roll and sway are not readily available or in stock; however, properly engineered anti-sway bars can be special ordered and specially made to eliminate what I have encountered. What has been described according to Mr. Moore may be typical of the many E-150 platforms; however, the changes in the 2011 Passenger Van Wagon model come at the detriment of passenger transport and towing.

Mr. Moore indicated that the van is top heavy and contributing factors happen to be a higher distance from the road that alters and raises the center of gravity creating greater instability. The manufacturing changes on the E-150 2011 XL passenger van increase rigidity and also cannot handle deflection that is necessary to prevent sway encountered under typical highway traveling conditions.

Mr. Moore went on to state that the changes in the 2011 E-150 passenger van with the towing package has caused a substantial increase in body roll and back and forth sway. He also indicated that the sway bar is undersized and under no circumstances should there be a right and left shift aka "walking" as is the case with my Van Wagon. This has been confirmed by a number of sources that state the slight up and down movement of sway bars is expected but not a left to right shift causing metal contact. Mr. Moore stated that under no circumstances should there be any towing by this vehicle until suspension deficiencies have been corrected.

There have been so few E-150 2011's manufactured that most OEM aftermarket companies do not carry or stock the products. At the time of my call to Mr. Moore on the morning of August 8, he admitted that he had no products in stock that PST could send me to rectify the unsafe body roll and sway that I described. It is the same description that I relayed to Virginia at Downtown Ford on August 9.

Mr. Moore who is a specialist made the following recommendations which are consistent with recommendations made by two other technicians and an engineer at Helwig and Roadmaster. The following changes are listed in order of importance:

- Larger diameter front and rear solid sway bars made with tempered "memory" steel attached direct to the frame and other additional points of attachments to the frame.
- OEM performance shock absorbers such as what is available through KYB.
- Polygraphic or polyethylene bushings replacing the existing inadequate rubber bushings.
- Front steering stabilizers.
- A smaller tire size and increased rim which would have no effect upon the mph speed indicator.
- Lower springs to bring the center of gravity closer to the pavement.

Mr. Moore emphasized that the van is top heavy and the platform is more rigid than ever in the 2011 model. This model van cannot handle deflection of wind and other contributing factors of highway driving including the avoidance of roadway hazards and sudden but necessary maneuvering to avoid collisions. The anchoring of suspension is inadequate. All of the changes in the model 2011 increase the probability of the suspension not being able to handle the increased body roll and accordingly the recommended changes are necessary to handle deflection thereby eliminating body roll, sway and wandering.

None of the technicians recommending the adjustment of the steering mesh gear or tire adjustments unless such recommendations came from an OEM company with a solution to decrease the tire size, increase the rim size and bring the van closer to the pavement surface.

Mr. Moore indicated a trac bar is not necessary as typically those are used for "out-of-the-hole shots" such as dragsters, drag racing, etc. and would add nothing to correct the problems. Mr. Moore stated that the limited slip differential feature in his view was not a contributing factor to the body roll that was described.

Mr. Moore was in agreement that based on the OEM features that came with the van at the time of delivery were not conducive to passenger interstate traveling or for that matter any type of traveling at speeds over 45 mph. He stated that the van as delivered was defective as to its intended use. This was consistent with statements made by the Helwig and Roadmaster technicians.

CONVERSATION WITH SHANNA SANTIAGO WITH FORD MOTOR CO., CENTRAL FLORIDA – 866-631-3788, EXT. 7737, AT 10:07 A.M. AUGUST 10, 2011, ECONOLINE

[redacted] – "Are you aware that the van was taken to the dealership, and the technicians looked the van over and they said, [redacted] this van is according to specifications. I thought there was an alignment problem. Is that part of your records?"

SS – "That you thought it was an alignment issue?"

[redacted] – "Uh-huh, because there were a lot of control problems with it. Anyway, I had the van for 20.., my son took it out with 60 miles on the odometer and he couldn't keep it on the road, okay? There was some wind about 10-15 mph and he couldn't keep it on the road."

SS – "It was more than 60 miles….

[redacted] – "No, I only had 60 miles on the odometer.

SS – "Okay."

[redacted] – "and he was doing some expressway driving and then a country road he was taking some people from a restaurant to the casino in Indiana and he had to do some expressway driving and some country road driving. He called me up and said Dad there is something wrong with this vehicle. Now my son has been driving vans, he is 30, and he has been driving them since he was 16. He always drives my van. I said that's news to me. I kind of brushed it off initially but he is a better driver than me and I should have listened to him. So the condition was, it's called body roll or sway, okay? That's the term I am using right now today. So he brought it home and I took it to the dealership. My wife had also taken it out and she said beyond 50 mph or 45 mph I cannot drive this vehicle, I am scared. My wife has been driving the Ford van vehicles as long as I have, since age 20. We have had nothing but Ford vans. So I would hope this would be taken into consideration that we probably have more experience with the van wagons than anybody in the country, driving wise. So, she took it out and said, yes there is something wrong. So I dropped it off at Downtown Ford. The technicians said you know the alignment checks out, all the specs check out. I said take it out and drive it, take it up to 70 mph and start playing with the steering wheel. They came back and said, oh my God, we are baffled. We are going to call around town, this shouldn't be doing this. Are you aware of this?

SS – "Um, no they did not tell me about, what I was told is that they did find that the steering was stiff."

[redacted] – "Well, maam let me finish. So anyway, you are a good listener and that's part of trying to solve the problem. So, this part is essential. They started calling around town and they said we have a customer here, we don't sell a lot of these vans, we don't sell hardly any of these passenger van wagons, what's the deal? They came back and said, alright here are the changes in the van. They put in new springs, the van rides higher off the ground, okay, and they changed the sway bar the rear sway bar underneath, okay, and they have load E 10-ply tires. So in the end they said [redacted] the frame is beefed up and it is really stiff and so what happens is because everything was beefed up and at the frame the body on top is moving. It is not staying over the top of the frame like it should and apparently this is a symptom that is presenting itself in all E-150 platforms. I said oh, that's interesting. So in any event, I took it on a trip to Scottsville KY. It just so happens the conditions were the same as my son. The winds were 10 to 15 mph as you will see in the information I faxed Virginia from the National Weather Service Bureau. My wife took it out on the first 50 miles and pulled over, she was shaken, she couldn't drive anymore. I observed what she was doing.

Now, I took over and experienced the same thing. Every time an 18-wheeler would come by the top of the body would shake. Anytime the wind would hit us broadside it would move let's say if the wind came from the left side it would knock the body to the right and then what a driver would normally do, they would think that the whole van is traveling to the right but only the body on the frame is shifting to the right and then they take the steering wheel and they jerk it to the left to try to get the body back when they should do nothing. They should just sit there and white-knuckle it waiting it for the body to get on top of the frame. Okay? When you do that, it is over-steer. When you do that you are going to have a serious accident and somebody is going to die."

SS – "Right, we will have….

[redacted] – "Yes it was maam, and again, we have pulled boats all our lives, my wife has pulled boats, we have been in every situation imaginable, we go down country roads where there might be a 4-inch space on one side of the divider line and 4-inches on the ditch down below. Now, you are doing all this, on a website there is a situation where the 2010, and I don't know when these changes took place, because I have a 2005 model, that there were two near death experiences exactly the same that I have described to you in 10 to 20 mph conditions. Exactly. You need to go to the website and look at it. These people almost died. Now, so given all of that, I don't care about any other E-150 van, I care about my van."

SS – "Right."

[redacted] – "Now, they (Virginia, the shop foreman and James Michyna) took the van out after I took it back to the dealership. (Meanwhile) I talked to three experts, four. I talked to a Ford Technician, Certified, whose has been my personal mechanic for years, I spoke with a suspension specialist and two other technical specialists with two different companies. None of the parts are available for my van. So they did not even have an incentive to sell me the

parts but they told me what the problem was. Now, there is a sway bar (OEM) underneath the van in the rear. The new sway bar on the 2011 is a ¾ inch tube. It is attached with what they call tabs and links. The tabs and the links are a change in the design and so is that (sway) bar underneath. When the shop foreman, James Michnya, and Virginia (came back from test driving they) said let's adjust the mesh gear steering and let's adjust the tires. If you look at that, that is from a 2010 Service Bulletin not a 2011. You never should have messed with that mesh gear on a new vehicle because what that does, you adjust that to tighten up loose steering, okay. When they did that and loosened it up, alright we took it for a ride down a country road and before when you took the steering wheel you could navigate a curve by adjusting the steering wheel to 2 o'clock. Now, you have to go to 5 o'clock, so there is extreme play. I don't know if their philosophy is, let's loosen this up, it will give the (van) body enough time to rebound and come back up on top of the frame and maybe this customer will be happy. When I left there he (shop foreman) told me he had gone out on a drive with Mr. Michnya and he (shop foreman) said he had to threaten Mr. Michnya to stop doing what he was doing because he was so scared. Did they share that letter that I sent them with you outlining all of that?

SS – "Um, no. I did not know that. I haven't talked to the shop foreman.

[redacted] "Okay and don't you agree if they called in the engineer, Michnya, that they said there is a problem here and we can't explain it because specs show everything, we need an engineer to help us. Don't you agree?"

SS – "Absolutely, that's his role."

[redacted] – "That's his role, okay. So, I took it out and it made matters worse because that's not why there is body role. Now, so what I did, I took the van back in. Before I did, my Ford certified mechanic looked it over. He said there is a crack (the shock absorber bushing) and do you know, did they tell you there is a crack? -- and this van only has 1,000 miles on it, there is a crack in the rubber (bushing) on the shock absorber. Okay. The shock absorber bushing. That's part of what the frame is attached to."

SS – "The shock absorber bushing."

[redacted] – "Yea, are you aware of that? Did they tell you that?"

SS – "No.

[redacted] – "You are doing fine, just keep listening."

SS – "I just want to let you know [redacted] you know a lot of the reasons why the dealer has not provided me with some of the information that you have provided me is because um my role here is to really insure that we are utilizing all the resources ....

[redacted] – "Okay, okay, I don't have much more to go in the story. So,"

SS – "Okay, I just want to let you know that I am not…..

[redacted] – "Okay but you are a good listener and you are understanding this, which you know – you are pretty good. So anyway, also the sway bar, the rear sway bar that is supposed to prevent body roll. It has shifted from where it is supposed to be to the right side of the vehicle, shifted. Metal is touching metal. That's the most instrumental thing you can have on this type of vehicle to prevent body roll. Okay. So that was redesigned. The previous models have that sway bar going directly into the frame, not a tab and link setup. Alright? So, we got a problem there and then I had a leak in the, one of the axles was leaking fluid. So Virginia told me it was normal for left to right shift of the sway bar which is called in the industry "walking". I have called on all my experts that I have mentioned to you and they said no, it means it is defective, it is wrong, it can move up and down but it cannot shift to the right and left. That means it is not holding the body in place. It is shifting along with the body. Does that make sense to you?"

SS – "Right."

[redacted] – "I asked all the experts what they thought the problem was. It was a consensus. They said all aftermarket sway bars are thicker, they are solid, they are not a tube they are solid. They are tempered steel meaning they have memory. That sway bar (OEM on the new van) is made with cold steel it is not make with solid steel, and it is attached wrong. It needs to go into the frame. Also, either the shock absorber is insufficient and it caused it to crack or the rubber is bad and if the rubber is bad then all the bushings are bad, because it is made from the same rubber batch."

SS – "Okay, so you said is it proper?

[redacted] – "It is cracked, it is rubber bushing, it is cracked. It shouldn't be cracked. It is a brand new van. I mentioned that to you earlier. And so they (my experts) said and it was unanimous, to correct the problem you need an aftermarket sway bar that is correct front and back and you need a special performance shock absorber and then you might need, if the rubber is defective, polyethylene bushings. Now get this, my story..

SS – "What was that thing, I just want to

[redacted] – "Polyethylene?"

SS – "No, the sway bars front and back, aftermarket."

[redacted]– "Yes and a front sway bar and special performance shocks if the shock is not doing its job and it cracked the rubber. You know when it comes down maybe it cracked the rubber. Either it is defective rubber or the shock is not designed to handle the changes that were made in this van."

I called Hellwig out of Washington. You know what they told me? The guy said this story amazes me. If you will ship this van to me in Washington or drive it up here, I will fix it free of charge because of future product development we can see there is going to be a need for these bars on this model. So I have an offer, if Ford Motor Co, you know in Louisville KY you manufacture a lot of trucks here, I am sure they are being sent to Washington. So if Ford wants to pay that cost to have it shipped, if it is shipped with 5 or 6 other trucks it wouldn't be much, pay for it to come back, you are not out a penny (for repairs). They have offered to fix it for free. If they don't you all need to fix it. Now, the consensus is the same as to what is needed. Alright, there is a sway problem and what's happened is, have you seen these race cars that Ford has on the Nascar circuits. They are 1-inch from the ground. Have you ever seen those aprons in the front of the cars? Well in this van, because of the springs that were put in it, it has been raised three extra inches. It's like putting a van on stilts. It is not as stable. You need the lowest center of gravity that you can. So when they made all of these changes, they have created a situation where the body on the top sways and it rolls. That's what it is called because the body can't stay put on top of the frame or there are not enough attachments to keep it from the sway action. So you need to have her send you that 13-page thing (fax) that I sent (on August 9) and it outlines everything."

SS – "...I mean she said she did have a lot of information for me to give [redacted] a call, I did want to discuss it, you know of course it could be with any questions I may have or any questions you may have .....

[redacted]– "Well maam I hope you think that, I got frustrated a little bit

SS – "You have done an excellent job and...

[redacted]– "Yea, you know I forgot and my son is an engineer, hell he graduated from Purdue and they do a lot of car stuff up there and I took an engine apart when I was 16 years old so I know a little bit about this stuff and you know I am pretty good but I mean I thought it was kind of odd that Mr. Michnya would say we have problems with all of these vans basically. They are exhibiting the same characteristics as your van. And that to me is scary. Now you have to remember most of these vans are cargo vans and they don't go over 50 mph. You know people are using them for cargo inner city and then you have some that are inner city churches that use them but it is not restricted and it is supposed to be safe enough to go to any mph, and it is really dangerous at 50 to 80 mph. Now what I would like for you to do is to go out, go to the dealership, get a 2011 E-150 get in it, say I want to go for a test drive, take it up to 70 mph and start playing with the steering wheel and then call me back after you do that."

SS – "You know, we are all on the same page because I think you know we certainly want to be on the same page as you, that's the whole thing here, and it's obvious why he didn't want to test drive the vehicle and I have had a talk with James about the very good points that you have mentioned and what I am….

[redacted]– "Maam, they never would have involved him (if there were not a serious problem), the technicians at first said there was a problem. Do you know that Virginia took an E-150 out herself? Not like mine and said the same thing (that therew were control issues like my van). Do you know she said it has a problem we are calling in the engineer? She wanted me to drive with her. I said Virginia, I don't have to. Take it (my van) out and drive it yourself."

SS – "….. but I think from right now, setting aside the steering with the cargo van the 2011 cargo van, I think it is, for some reason you know with both times I have talked with James and I talked to Virginia I always get the feeling that they do not feel 100% confident in what it is that you reported. They said the customer has mentioned that he does feel a sway. Now we have noticed a wandering …. with other vehicles that could be normal."

[redacted]– "Well, maam the wandering….

SS – " I didn't get the feeling that they are confident with the fact that they are on the same page with what you are saying."

[redacted]– "Well maam, here it is. No, they know, they know. They have been scared (scared of the body roll on my van), all of them have been scared. All right?"

SS – "I will certainly mention ….to Virginia when I speak with her because that wasn't the …

[redacted]– "Well maam, what we are doing here, we are evolving into a cover-up and they are going to try and justify and rationalize that since all the other vans are working this way that I should accept the fact that my van is working unsafely and it is okay. That's what we are trying to do h ere. Now, I don't care about these other vans, I care about the one I purchased. I have five experts lined up and they are all specialists in suspensions. Virginia isn't, Downtown Ford isn't, they do these things nationally. Do you know if you look up on the Internet the E-150 and some of the lighter weight RV's use the E-150, do you know this is a horrible problem? You ought to look at the email strings."

SS – "You know, what else I do share is that is I need to speak with a technical subject matter expert. He is constantly discussing current trends that they see with vehicles…

[redacted]– "You need to give him my 13-page letter that I sent Virginia."

SS – "I certainly will do that…

[redacted] – "Now, let me clarify one other thing. Wandering, the word wandering, the word body roll, okay, and sway. I am kind of using them all in the same way. Everybody has used these different terms."

SS – "Right".

[redacted] – "Alright what it is, it is all the same. It is body roll where because the body has been raised higher up, wind can get underneath it and because it is higher up like on stilts, it is going to be more sensitive. The wind, this expert told me the way it is designed it cannot deflect the wind like the other models did. The wind is pushing the body and the platform underneath is staying the same. Because when all of these things were done in combination, the tires, 10-ply. Do you know what 10-ply is? Used to be tires were 2-ply. It doesn't move it is not forgiving. They used a beefier spring and raised the body up even higher. I took a tape measure. It is 3 inches higher. You know at Nascar if they raise that car one inch above the asphalt if they raise it two inches they will go crashing into the walls. Have you ever seen crashes into the walls? That's because of suspension issues like I am talking to you about. Those race cars. You talk to the race car crews and they will tell you all about it. So what we have is, they made some changes and they changed the sway bar, it is undersized and it is attached wrong. You still haven't answered my question about walking. You find an engineer and ask him if it is okay if a sway bar walks left to right and crashes up against the right side of the van and makes metal contact. Will you find that out for me please, because I can't find a technician that says that's normal. Although Virginia said it was normal but Virginia doesn't have the credentials to make that statement. This is why it looks like it is a cover up to me because no one has come back to me and told me why my bushing is cracked, why the sway bar has shifted to the right when it is supposed to come back in home position. It is because it can't handle the back and forth sway, the van went to the right and the sway bar stayed there. They (sway bars) are not supposed to walk, it is called walking and that's a no-no in the industry. Okay?"

SS – "Okay. I'll go ahead and discuss that with them and of course I am going to go ahead and get your fax from Virginia but in order for us to address this issue – I totally agree with you with regards to steering …unit and why you feel that wouldn't make any sense,

[redacted] – "Right, because

SS – "I want to see if we can schedule a test drive with you because you know I am going to go ahead and explain this to the field service engineer and to Virginia as again I did get the impression that they did feel something but not really confident in ….

[redacted] – "Maam, maam I told you what it is and I don't need a cover up from you I want you to be honest and I want you to check these things out, okay and no I want you to be honest

because you know what's going to happen? There is going to be a massive recall here if we don't get in line. Because we have an engineer that says this is inherent in all of these E-150 platforms. I am trying to get away from that and I think if you all were smart you would get away from that too, you hit it right on the head, if I bought and I admire you for this, if I bought a towing package and I have a passenger van, it's got to do both (work together) without body roll. The packages are supposed to work in unison with each other."

SS – "Well I did want to, what I am saying is, like I said I am not technically inclined, I am not in a position to comment on anything technical. I just want that to be clear. I wanted to make sure I got all the information that you have stated and of course I am going to get the fax from Virginia so that we can…

[redacted] – "Now there

SS – "Could you wait a second, excuse me, and really thoroughly understand what it is that you, you know what you are trying to say and the point you are trying to make, which they do make sense…

[redacted] – "Maam, why would I want to test drive an E-150 van,

SS – "But [redacted]

[redacted] – "That they said there are body roll characteristics, I know that. It's happening in mine. Why do I need to go out on a ride for that?"

SS – "But that's not all we want to do [redacted] I think again, you know, I am sure the field service engineer just wants to ride with you so you can point out and show….

[redacted] – "Maam, they have already taken it (my van) out three times. They have taken it out four times, all of them have."

SS – "But if, we are asking….

[redacted] – "Maam, are you asking me to take an unsafe vehicle out…

SS – "We are requesting ….

[redacted] – "Maam, are you asking me

SS – " ?

[redacted] – "Maam it is passing it (my information in the 13-page fax) on to the right people. That's all.

SS – "Okay, are you refusing to test drive the vehicle with us? That's what we want to do

[redacted]– " Maam, maam I am telling you that it is unsafe and I am not going to take it above 50 mph because it is unsafe.

SS – "That's something that needs to be

[redacted]– "Now are you saying it is a safe vehicle?"

SS – "I am not saying anything, I am just .....

[redacted]- "Maam, maam we need to get some experts in here beyond the dealership. They (the dealership) can't handle this issue."

SS – "The person beyond the dealership is the field service engineer. He is the ...

[redacted]- "Maam, maam, he is not a suspension specialist."

SS – "?

[redacted]- "Maam, I have had five specialists tell me it is too dangerous to drive."

SS – "I hear what you are saying and I am not trying to say that their assessment is valid you know...

[redacted]- "You need to get a specialist to drive it maam, a suspension specialist from Ford."

SS – '[redacted], the field service engineer I just want to let you know that he is the highest point of technical escalation for the dealership when....

[redacted]– "Maam, he doesn't know anything about suspensions, he used a 2010 Service Bulletin. My model is a 2011."

SS – "[redacted], you know I have listened to you, I have allowed for you to explain your points, you are not allowing me to speak,

[redacted]- "Get the information, absorb it, send it to the right people and get back to me.

SS – "Need to speak with field service engineer....

[redacted]– "Get back to me, we'll talk about it. Get it to the right people. It was a pleasure talking to you maam, have a good day."

August 18, 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]

Dear Mr. Borris:

You have received several faxes concerning the Ford E-150 Van Wagons (2008-2011). I own a 2011 E-150 Club Van XL Passenger Wagon with towing package identified as VIN #1FMNE1BW1BD[redacted].

As you know, I filed a formal complaint with NHTSA identified as ODI ID10409490. My home mailing address is [redacted], Louisville KY [redacted]. My work phone number is [redacted], Extension 104. I can be reached via cell through my wife's cell phone number of [redacted]

I would like for you to pass this contact information on to the party that registered Complaint No. ODI ID10375895. This complainant reported two near death experiences and the conditions of what the complainant experienced were identical to mine. Please pass this contact information on to complainant and then the complainant can decide, in turn, to contact me. In addition, my email address is [redacted] My fax number is [redacted] Is it possible that you can pass along the Vin Number on ODI ID10375895?

Thank you very much and have a good day.

Yours truly,

[redacted]

Louisville KY [redacted]
([redacted], Extension [redacted]
Cell [redacted]

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

August 23, 2011

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MR FRANK BORRIS
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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:

Received the attached fax from Downtown Ford dated August 22. Please observe that Ford refuses to meet with me with a Ford Engineer Suspension Specialist being present. This is after field engineer Mr. Michyna confirmed body roll that is indicative of all E-150 platforms. Mr. Michyna made the wrong diagnosis and started tinkering with the steering gear mesh box potentially creating a more dangerous situation.

I paid $32,000.00 for my 2011 E-150 XL Van with towing package and limited slip differential. It doesn't matter that there have been two near death experiences and about five or six accidents that I avoided while driving. That, together with the complaints by the RV users of the E-150 platforms and the wandering complaints that were the result of body roll and not steering, certainly has to be enough for an NHTSA investigation. The body roll is easy enough to simulate by taking out any E-150, including a cargo van and taking the vehicle up to 70 mph and then manipulating the steering wheel. The suspension is not strong enough to keep the body in place. I am not sure if I forwarded to you my faxes to Ms. Payne dated August 18, August 12 and August 11 so; therefore, copies of same are enclosed.

The cover-up and denial continues. Please observe that Ms. Payne has not addressed the rear sway bar that has shifted to the right causing metal to metal contact or the cracked shock absorber bushing probably made of the same rubber as all the other bushings. Either the body roll caused the bushing to crack because the shock could not handle the body roll or it is defective rubber in which case all of the bushings should be replaced.

August 23, 2011
Mr. Frank Borris

Please observe that she admits to correcting the leaking axle fluid but refuses to address the body control issues, the cracked shock absorber bushing and she has no intentions of retracting her statement that left to right shift of the rear sway bar is considered normal.

Yours truly,

[redacted]
Louisville KY [redacted]
[redacted] Extension [redacted]
Cell [redacted]

cc: **FAX ONLY**
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VEHICLE RESEARCH & TEST CENTER
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MR RANDY REED

[redacted]

DOWNTOWN Ford INC.

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

August 22, 2011

[redacted]
2[redacted]
Louisville, Kentucky[redacted]

RE: 2011 Ford Econoline Van- 1FMNE1BW1B[redacted]

[redacted]

I do not have direct access to a Ford Engineer Suspension Specialist. The only engineer I have access to is my field service engineer, James Michyna. I have forward all your faxes to him and Ms. Shanna Santiago.

The left rear axle seal leak has been repaired. At this time there will not be any further repairs performed on your vehicle. A request was made to have you drive with a Ford representative to demonstrate your concern and to my understanding you have declined. Please look at your schedule and let us know a date and time which you would be willing to meet with Mr. Michyna. Your vehicle is ready for immediate pick up. Pending the outcome of your meeting with Mr. Michyna, further repairs may be scheduled at that time.

Thank You,

Virginia Payne

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

August 9, 2011

FAX ONLY
(202) 366-7882

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

FAXED

RE: FORD E-150 VAN WAGONS (2008-2011)
2011 E-150 CLUB VAN XL PASSENGER WAGON WITH TOWING PACKAGE
VIN #1FMNE1BW1BD[redacted]

Dear Mr. Borris:

This will supplement prior documentation outlining the dangerous body roll and sway of the E-150 Passenger Van Wagon, Year Model 2011. Enclosed you will find the following:

- Letter from Downtown Ford dated August 4 acknowledging and admitting all E-150 platforms exhibit the same characteristics of my E-150 Passenger Van Wagon.
- Letter to Downtown Ford dated August 9.
- Driving Summary Characteristics on May 6, 2011 and June 18, 2011 including detailed weather summaries.
- Recommendations made by technical consultant Rich Moore of Performance Suspension Technologies.
- Almost identical recommendations made by Dave Wheeler, Engineer Specialist for Hellwig.

Please note that the Ford Engineer and the dealership is trying to justify and rationalize that the behavior of my van is acceptable because all of the other E-150's bear the same dangerous characteristics and symptoms.

These E-150 vans are also used as conversion vans and as platforms for recreational vehicles. The email strings about the handling of this platform by RV owners are much worse; however, it is the same symptoms and same characteristics – body roll. Please pay particular notice to the detailed weather summaries that are directly correlated with the body roll and sway that my family has experienced.

Thanks for your time and consideration on this matter.

FAXED

August 9, 2011

FAX ONLY
584-2278

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

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

Dear Virginia:

Thanks for your letter of August 4.

I purchased a 2011 E-150 XL Passenger Van Wagon with 8-passenger seating, limited slip differential with a towing package. I did not realize that there were a lot of identical vans in the Louisville-Metro area exactly like the one I purchased. Typically, I can never find any, which is why it is always necessary for me to special order. Mr. Michnya wants to demonstrate that all of the 2011 E-150's have some of the same body roll characteristics which I am not contesting; however, my immediate concerns are properly addressing the defects of the Passenger Van Wagon that I purchased and to eliminate excessive body roll. Mr. Michnya has not duplicated what I have experienced on the open road under multiple different driving conditions including wind gusts.

You, your technicians and Mr. Michnya did a good job of concluding that my van had its own control problems. You, your technicians and Mr. Michnya all acknowledged control issues but had no immediate answers. Had the problems not warranted attention, you would not have involved Mr. Michnya. He speculated that a TSB recommended for a 2010 model might help but it did not. When I left your shop that day after adjustments your shop manager said he had hoped the adjustments "might make it better" but these adjustments were of no help and actually made driving on a winding country road more dangerous. My wife had noticed a greater unusual movement of the van on the on-ramp to I-64. I paid extra for the "towing package" in which the Ford Towing Guide under "Trailering Tips" states a "slight" movement of the van results in a much greater movement in the rear of the trailer and that sway causes instability of trailer or tow vehicle.

The 2011 E-150 passenger van with a towing package is designed to transport passengers and whatever is being towed safely when traveling at the posted rate of speed. This van is a passenger van and is termed as such and does not haul cargo. The utmost of concern of

course is the safety of passengers, the driver and what is being towed which in my case is a 20-foot boat on a 30-foot trailer.

It is apparent that the handling problems that we have encountered by the 2011 specifically packaged van is to a much greater degree than other 2011 E-150's; otherwise, repair efforts would not have been undertaken by Downtown Ford in consultation with Ford engineer James Michnya.

I am concerned about by 2011 van and not other E-150 vans exhibiting similar characteristics that are not van wagons identical to mine. I am concerned about "my" van's handling relative to our experiences for the first 1,000 miles. The shock absorber bushing is cracked which suggests defective rubber or a shock that cannot handle body roll. You have made no mention of any solution for this defect. The undersized sway bar shifted to the right resulting in metal to metal contact. According to three experts and an engineer that I consulted with, left to right movement known as "walking" should not and must not occur under any circumstances. The experts state there can be no "walking" whatsoever but clarified some up and down movement is expected but not left to right movement to where metal makes contact. This is a sign of the anti-sway bar being undersized and defective. Please provide Ford engineering research to the contrary. I am not interested in opinions.

The sway bar is connected by tabs and links and is considerably smaller than my 2005 van. My 2005 van is not configured in the manner as the 2011, which is probably one of the main reasons why there are no control issues to this day on that year model van. In addition, there was some fluid leaking from one side of the axle. Do you intend to repair this? The van has been at the dealership long enough to address your intentions but I have not heard a word from you about them.

The bottom line here is that I do not drive other 2011 E-150 cargo vans and if they exhibit some of the same characteristics to a lesser degree or greater degree, I do not care. I have owned Ford vans almost all of my life and have never experienced body roll/sway handling issues as to what is being exhibited by the 2011 van. Rationalization of a problem symptomatic to all 2011 E-150 vans does not alter or diminish Ford's responsibility to deal with the control problems of my van. It appears the 2011 van changes have come at the expense of sacrificing what my passenger van was purchased for – to safely transport people while not compromising towing – two important packages that should work well together.

The following is a detailed explanation of what I encountered under somewhat normal driving conditions. There are many other factors that come into play.

Thanks a lot and I look forward to your continued cooperation towards resolving the defects in the 2011 van.

August 9, 2011
Ms. Virginia Payne

Have a good day.

[redacted]

Louisville KY [redacted]

[redacted] Extension [redacted]

lpb

Attachments: Summary of Characteristics of 2011 E-150 Van
Weather Reports Dated May 6, 2011 and June 18, 2011

DOWNTOWN Ford INC.

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

August 4, 2011

[redacted]
Louisville, Kentucky [redacted]

Re: 2011 Ford Econoline Van
Vin#: 1FMNE1BW1BD[redacted]

Dear [redacted]

I have received your faxes in regards to your 2011 Ford Econoline Van.

I met with my Ford Field Service Engineer on Monday August 1, 2011 to discuss your vehicle. It was decided that we should drive your vehicle and another unit, like yours, to see if there was a difference in the way these vehicles operated. Together, we decided that both units were operating similar.

Since we are unsure what conditions you described in your prior fax, a request was made to have you meet with the Ford Representative in order for you to drive your vehicle and demonstrate your concerns to him. Initially you agreed to meet with him on weekend hours only. After speaking to my FSE, he will accommodate your needs and meet with you on a Saturday, which at this time has not been determined.

It was requested for you to drive your vehicle with the FSE, since a "sway" concern, as you stated, has not been noticed by the Ford representative.

I would also like to clarify a statement you wrote in your fax dated August 2, 2011. You write "your shop foreman was so scared in the test drive with Mr. Michnya that he told Mr. Michnya to stop replicating the sway motion." My shop foreman stated to you at the time that when he originally test drove your vehicle with Mr. Michnya that he did not aggressively maneuver your vehicle to try to duplicate a "sway" issue as Mr. Michnya did and that he was "scared". He was using the word "scared" figuratively and he was never scared in your vehicle or of the driving characteristics of your vehicle. All he was stating was that he did not overcorrect the steering as Mr. Michnya did to try and duplicate your concern.

At this time there is not a recommended repair for your vehicle. A visit needs to be scheduled between you and Mr. Michnya to further discuss your concerns. Please contact me with a date and time you are available and I will make the necessary arrangements with the field service engineer.

Thank you,

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

SUMMARY OF THE CHARACTERISTICS OF THE 2011 PASSENGER VAN WAGON WITH TOWING PACKAGE ON THE FIRST 1,000 MILES

Of the 1,000 miles on the 2011 van at this time, approximately half were highway miles and half is inner-city driving at typically 35 mph or less. Most of the highway miles were from a trip to the Tennessee border in June to Scottsville.

Soon after I took delivery, I let my son use the van and the van had about 60 miles on it. He transported passengers from Pat's Steakhouse to Horseshoe Casino in Indiana on the evening of 5/6/2011. It was a combination of expressway driving and a country road along the river. Handling issues were encountered to where my son thought he was going to end up in a ditch and then countered with the steering wheel in the opposite direction. This was constant and he indicated that the whole trip resulted in an erratic back and forth movement as if the van unexplainably went in one direction and he would have to counter with the steering wheel in the opposite direction. He told me something was drastically wrong and I needed to take it to the dealership. Please examine the 5/6/11 weather report which is attached. During the time of transporting passengers between 7:00 p.m. and 9 p.m. the wind speed was between 7 mph and 3.5 mph. According to the report the maximum wind gust was 10 mph. Wind was from the west directly hitting the broadside of the van.

My son who is 30 plus years old has driven nothing but Ford vans since age 16. He knows how Ford Van Wagons are supposed to handle. Subsequently, my wife took the van out on the expressway at the insistence of my son. She likewise encountered handling problems under normal driving conditions.

The trip to Scottsville KY gave me the opportunity to experience firsthand what my wife and son were trying to communicate to me. This trip encompassed 300 to 400 miles both on Interstate 65 and winding roads in and near Scottsville. I asked my wife to drive down to Scottsville and I would sit in the passenger side trying to observe the handling of the vehicle and her reactions to what she was experiencing. After about 50 miles she could not take it any longer and stated she would not drive the van ever again under any circumstances over 45 mph. This was Saturday, June 18, right after 12:00 p.m.

What I observed in about the first 50 miles of travel was that the van would rock anytime an 18-wheeler would pass by. A few times at a speed of between 50 and 70 mph when there had to be slight adjustments with the steering wheel that would be typical of any driver, sway and body roll would be noticed. In addition, sway and roll was observed in the curves of on ramps as speed was being accelerated to catch up with the normal flow of traffic to merge. When merging occurred if there had to be a quick maneuver to take advantage of an opening in the flow of traffic, then roll and sway were noticeable. The G forces of a ramp at 40-50 mph speed create unacceptable body roll and sway.

August 9, 2011
Summary

A gust of wind would also create roll and sway sensations. For the first 50 miles the ride was not by any means comfortable. My wife was scared to death and I would describe her driving as "white-knuckled" frantically holding onto the wheel as if her hands were in a vice.

In a few instances where wind was encountered or an 18-wheeler passed my wife's immediate reaction was to turn the steering wheel in the opposite direction of the sway and roll. This created a snake-like dangerous effect and would have resulted in whiplash of our boat and trailer had we been towing same.

I took over driving the rest of the way and drove back on the return trip. Within the first mile I encountered the same symptoms. As we traveled down the highway I would turn the steering wheel back and forth to simulate avoidance of a hazard in the highway. That's when my wife told me to stop and that she would divorce me if I continued. I experienced the same type of handling, especially when there were minor wind gusts and 18-wheelers passing by.

The symptoms we encountered during normal highway conditions were magnified with windy conditions above 5 mph and were much like sitting in a boat anchored where the wave hits the boat sideways and the boat starts to roll. I have also heard the words of sway and wander used to describe the same thing.

On the return trip home driving conditions were ideal. There was no wind at all. Interstate driving was acceptable when there was no movement of the steering wheel. This was at a reduced rate of speed at 60 mph (posted at 70 mph) as my wife insisted upon it. However, this would not be considered normal highway conditions but rather ideal driving conditions. The drive was late in the evening, there was very little traffic and I did not encounter any passing 18-wheelers.

See the attached chart from Weatherunderground.com dated 6/18/11 which was the day of travel. We started out at noon and arrived at about 3:00 p.m. Wind speed was between 6 and 11 mph with gusts between 8 and 16 mph. Average gusts were about 10-12 mph. Please observe that on the return trip home when we departed at 11:00 p.m. the wind speed was 0 and wind gusts were 0. The bottom line is that according to all the experts, there should be no body roll or sway when encountering wind speeds of only 4 to 12 mph or gusts from 5 to 16 mph. A passing 18-wheeler is going to create a wind gust broadside of 5 mph or greater which produces body roll and sway.

It is as if the body is situated on 4 large coil springs that are attached to the frame. At high rates of speed or any burst of wind such as a passing 18-wheeler or gust of 5 mph or more the frame remains stationary while the body on top moves. This would suggest that there are insufficient fasteners and the suspension is defective to prevent body roll or body sway. The wheels, the frame and everything below the body is not moving while forces encountered during typical highway driving forces the body to rock back and forth due to inadequate anchoring and fastening of the body to the frame.

It is my understanding that according to your technicians who first examined the 2011 van that I brought in for repairs they stated all manufacturing specs were in accordance to Ford's recommendations. They test drove the vehicle and encountered unusual sway and movement. Your own technicians were dumbfounded and called around town and indicated that the changes of the 2011 over previous year vans included a redesign of the sway bar which is significantly smaller in diameter than previous sway bars using a link and tab system as opposed to direct contact with the frame. The tires are load E tires which are stiff as rocks and made for cargo weight. Beefed up springs create a greater separation between the frame and the body and increased the center of gravity upwards about 2-3 inches compared to the E-150 2005 XL van that I own. This also creates greater separation from the body and the frame. This means the body of the van is higher off the ground and accordingly is more susceptible to roll created by wind conditions and steering maneuvers. The fact that on the 2011 the frame is less forgiving means that what is used to hold the body in place over the frame should have been beefed up – not scaled down. In addition, I have seen unsubstantiated comments that the limited slip differential could possibly cause handling problems but I do not suspect that is the case with our 2011. I mention this because it cannot be ruled out.

Sooner or later someone is going to die in an accident. Most of the E-150 platforms are used as cargo vans or to transport passengers such as church groups akin to inner city driving. Accordingly, probably 80% or 90% of the time these vans are being driven at speeds of less than 50 mph. The sway or body roll is being encountered and is magnified when mph exceeds 50. At the higher rate of speed such as 70 mph, a typical driver is going to react by moving the steering wheel in the opposite direction of the sway/body roll when in reality the driver should not do anything because the body will eventually return to an upright position, as the springs will eventually bring it back. How many people know this? This type of maneuvering at a high rate of speed of between 50 mph and 80 mph is going to ultimately cause a death. I am aware of near death occurrences on the 2010 model which describes the same conditions that I encountered – driving between 50 and 70 mph in wind conditions where the wind gusts were between 10-20 mph. I have also been advised that under no circumstances until the sway and roll condition is fixed nothing can be towed.

The van was designed and ordered with packages where there could be eight passengers together with trailer towing capabilities. That's one reason for the extra degree of safety that should come with the towing package. The packages of a passenger wagon and towing package must work together to where there is no body roll when towing.

All aftermarket manufacturers sell a much larger diameter sway bar that is solid with memory tempered steel that is attached directly to the frame without using tab and links for all E-150 platforms. There is no exception. These aftermarket specialists also recommend an anti-sway bar for the front of the E-150. Instead of focusing or rationalizing about other E-

August 9, 2011
Summary

150 platforms which I find to be disconcerting, the focus needs to be on properly repairing my E-150 and correcting the defects.

[redacted]
Louisville KY [redacted]
[redacted], Extension [redacted]
lpb

History for Louisville Bowman, KY

Saturday, June 18, 2011 — View Current Conditions

Saturday, June 18, 2011

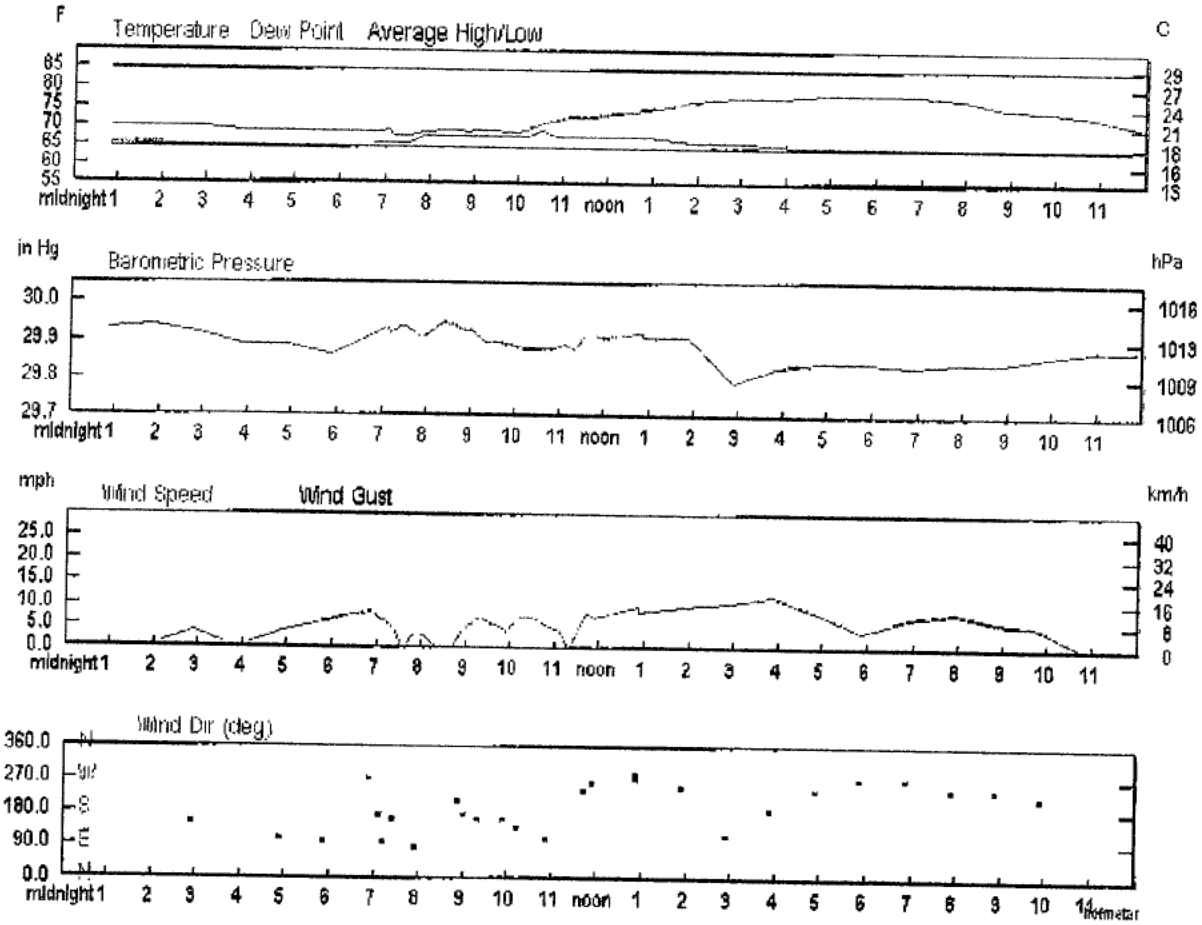
« Previous Day June 18 2011 View Next Day »

Daily Weekly Monthly Custom

	Actual	Average	Record
Temperature			
Mean Temperature	74 °F	-	
Max Temperature	80 °F	-	95 °F (1952)
Min Temperature	68 °F	-	48 °F (1960)
Degree Days			
Heating Degree Days	0		
Month to date heating degree days	0		
Since 1 June heating degree days	0		
Since 1 July heating degree days	4258		
Cooling Degree Days	9		
Month to date cooling degree days	228		
Year to date cooling degree days	448		
Since 1 June cooling degree days	228		
Growing Degree Days	24 (Base 50)		
Moisture			
Dew Point	67 °F		
Average Humidity	80		
Maximum Humidity	97		
Minimum Humidity	62		
Precipitation			
Precipitation	0.78 in	-	1.43 in (1964)
Month to date precipitation	1.88		
Year to date precipitation	35.38		
Sea Level Pressure			
Sea Level Pressure	29.89 in		
Wind			
Wind Speed	5 mph (SSW)		
Max Wind Speed	16 mph		
Max Gust Speed	23 mph		
Visibility	8 miles		
Events	Rain		

T = Trace of Precipitation, **MM** = Missing Value

Source: NWS Daily Summary



Certify This Report

Hourly Observations

Time (EDT)	Temp.	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed	Prec
12:53 AM	70.0 °F	66.0 °F	87%	29.93 in	10.0 mi	Calm	Calm	-	N/A
1:53 AM	70.0 °F	66.0 °F	87%	29.94 in	10.0 mi	Calm	Calm	-	N/A
2:53 AM	70.0 °F	64.9 °F	84%	29.92 in	10.0 mi	SSE	3.5 mph	-	N/A
3:53 AM	69.1 °F	64.9 °F	87%	29.89 in	10.0 mi	Calm	Calm	-	N/A
4:53 AM	69.1 °F	64.9 °F	87%	29.89 in	10.0 mi	ESE	3.5 mph	-	N/A
5:53 AM	69.1 °F	64.9 °F	87%	29.86 in	10.0 mi	East	5.8 mph	-	N/A
6:53 AM	69.1 °F	66.0 °F	90%	29.92 in	7.0 mi	West	8.1 mph	-	0.01
7:06 AM	69.8 °F	66.2 °F	88%	29.94 in	2.0 mi	South	5.8 mph	-	0.12
7:13 AM	68.0 °F	66.2 °F	94%	29.92 in	1.0 mi	East	5.8 mph	-	0.33
7:24 AM	68.0 °F	66.2 °F	94%	29.94 in	2.0 mi	SSE	3.5 mph	-	0.42

Show full METARS | METAR FAQ | Comma Delimited File

History : Weather Underground

Time (EDT)	Temp.	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed	Prec
7:32 AM	68.0 °F	66.2 °F	94%	29.94 in	5.0 mi	Calm	Calm	-	0.42
7:53 AM	69.1 °F	68.0 °F	96%	29.91 in	4.0 mi	East	3.5 mph	-	0.47
8:24 AM	69.8 °F	68.0 °F	94%	29.95 in	1.8 mi	Calm	Calm	-	0.11
8:43 AM	69.8 °F	68.0 °F	94%	29.94 in	1.2 mi	Calm	Calm	-	0.20
8:53 AM	69.1 °F	68.0 °F	96%	29.93 in	1.5 mi	SSW	3.5 mph	-	0.24
9:01 AM	69.8 °F	68.0 °F	94%	29.93 in	3.0 mi	South	4.6 mph	-	0.02
9:19 AM	69.8 °F	68.0 °F	94%	29.90 in	6.0 mi	SSE	6.9 mph	-	0.04
9:53 AM	69.1 °F	68.0 °F	96%	29.89 in	10.0 mi	SSE	3.5 mph	-	0.05
10:12 AM	69.8 °F	68.0 °F	94%	29.88 in	10.0 mi	SE	6.9 mph	-	0.00
10:30 AM	71.6 °F	69.8 °F	94%	29.88 in	10.0 mi	Variable	6.9 mph	-	0.01
10:53 AM	72.0 °F	68.0 °F	87%	29.88 in	10.0 mi	ESE	4.6 mph	-	0.01
11:08 AM	73.4 °F	68.0 °F	83%	29.89 in	10.0 mi	Variable	3.5 mph	-	N/A
11:18 AM	73.4 °F	68.0 °F	83%	29.88 in	10.0 mi	Calm	Calm	-	N/A
11:44 AM	73.4 °F	68.0 °F	83%	29.93 in	10.0 mi	WSW	8.1 mph	-	N/A
11:53 AM	73.9 °F	68.0 °F	82%	29.91 in	10.0 mi	West	6.9 mph	-	N/A
12:51 PM	75.2 °F	68.0 °F	78%	29.92 in	10.0 mi	West	9.2 mph	-	N/A
12:53 PM	75.0 °F	68.0 °F	79%	29.91 in	10.0 mi	WNW	8.1 mph	-	N/A
1:53 PM	77.0 °F	66.9 °F	71%	29.91 in	10.0 mi	WSW	9.2 mph	-	N/A
2:53 PM	78.1 °F	66.9 °F	68%	29.79 in	10.0 mi	ESE	10.4 mph	-	N/A
3:53 PM	78.1 °F	66.0 °F	66%	29.83 in	10.0 mi	South	11.5 mph	19.6 mph	N/A
4:53 PM	79.0 °F	64.9 °F	62%	29.84 in	10.0 mi	WSW	8.1 mph	-	N/A
5:53 PM	79.0 °F	64.9 °F	62%	29.84 in	10.0 mi	West	3.5 mph	-	N/A
6:53 PM	79.0 °F	64.9 °F	62%	29.83 in	10.0 mi	West	6.9 mph	-	N/A
7:53 PM	78.1 °F	64.9 °F	64%	29.84 in	10.0 mi	WSW	8.1 mph	-	N/A
8:53 PM	75.9 °F	64.9 °F	69%	29.84 in	10.0 mi	WSW	5.8 mph	-	N/A
9:53 PM	75.0 °F	64.9 °F	71%	29.86 in	10.0 mi	SW	4.6 mph	-	N/A
10:53 PM	73.9 °F	64.9 °F	73%	29.88 in	10.0 mi	Calm	Calm	-	N/A
11:53 PM	71.1 °F	66.0 °F	84%	29.88 in	10.0 mi	Calm	Calm	-	N/A

Show full METARS | METAR FAQ | Comma Delimited File

History for Louisville Bowman, KY

Friday, May 6, 2011 — View Current Conditions

Friday, May 6, 2011

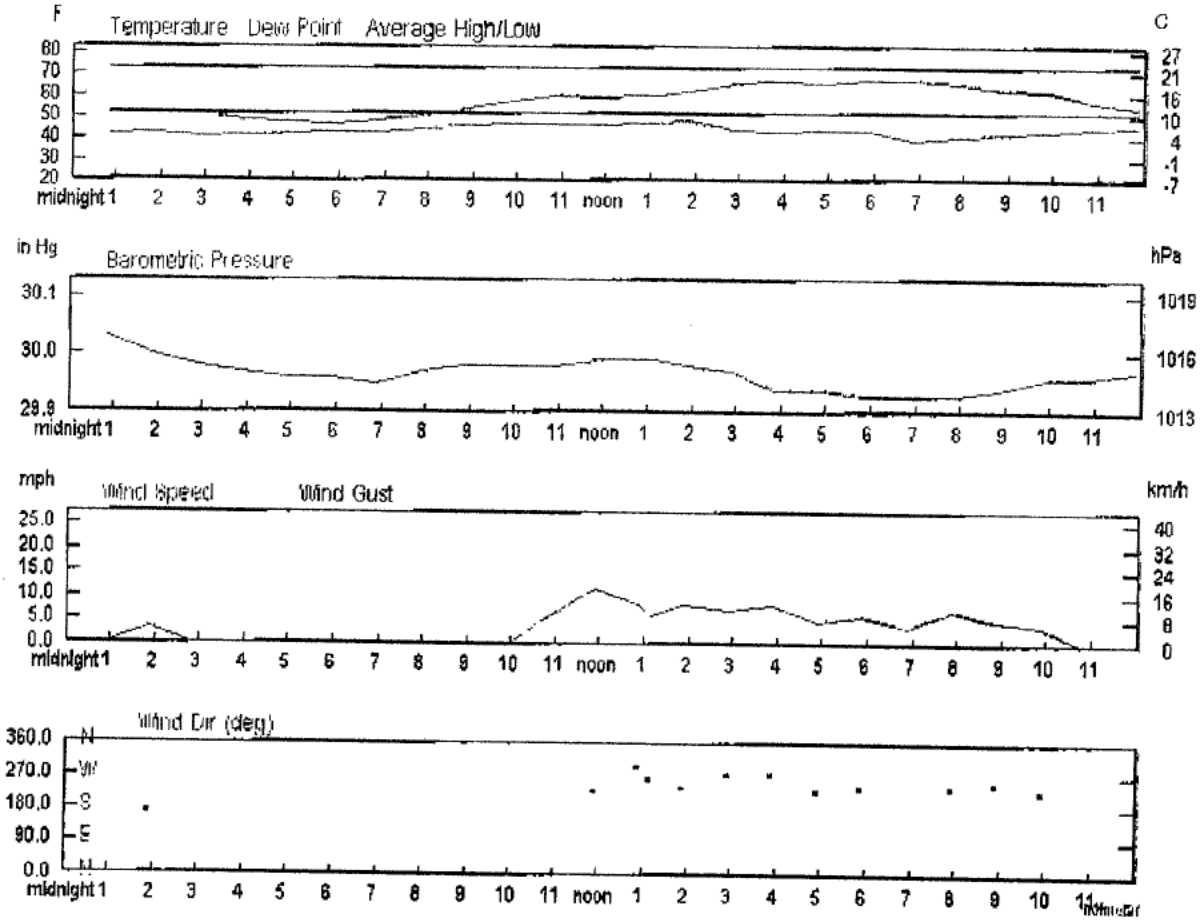
« Previous Day | May 6 2011 View | Next Day »

Daily Weekly Monthly Custom

	Actual	Average	Record
Temperature			
Mean Temperature	58 °F	-	
Max Temperature	69 °F	-	94 °F (1949)
Min Temperature	47 °F	-	35 °F (1968)
Degree Days			
Heating Degree Days	7		
Month to date heating degree days	58		
Since 1 July heating degree days	4203		
Cooling Degree Days	0		
Month to date cooling degree days	3		
Year to date cooling degree days	61		
Growing Degree Days	7 (Base 50)		
Moisture			
Dew Point	44 °F		
Average Humidity	61		
Maximum Humidity	86		
Minimum Humidity	35		
Precipitation			
Precipitation	0.00 in	-	1.84 in (1971)
Month to date precipitation	3.51		
Year to date precipitation	28.54		
Sea Level Pressure			
Sea Level Pressure	29.97 in		
Wind			
Wind Speed	3 mph (WSW)		
Max Wind Speed	14 mph		
Max Gust Speed	18 mph		
Visibility	10 miles		
Events			

T = Trace of Precipitation, **MM** = Missing Value

Source: NWS Daily Summary



Certify This Report

Hourly Observations

Time (EDT)	Temp.	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed	Pre
12:53 AM	53.1 °F	42.1 °F	66%	30.03 in	10.0 mi	Calm	Calm	-	N/A
1:53 AM	52.0 °F	43.0 °F	71%	30.00 in	10.0 mi	South	3.5 mph	-	N/A
2:53 AM	52.0 °F	41.0 °F	66%	29.98 in	10.0 mi	Calm	Calm	-	N/A
3:53 AM	48.9 °F	42.1 °F	77%	29.97 in	10.0 mi	Calm	Calm	-	N/A
4:53 AM	48.2 °F	42.8 °F	82%	29.96 in	10.0 mi	Calm	Calm	-	N/A
5:53 AM	46.9 °F	43.0 °F	86%	29.96 in	10.0 mi	Calm	Calm	-	N/A
6:53 AM	48.9 °F	43.0 °F	80%	29.95 in	10.0 mi	Calm	Calm	-	N/A
7:53 AM	51.1 °F	45.0 °F	80%	29.97 in	10.0 mi	Calm	Calm	-	N/A
8:53 AM	54.0 °F	46.0 °F	75%	29.98 in	10.0 mi	Calm	Calm	-	N/A
9:53 AM	57.9 °F	46.9 °F	67%	29.98 in	10.0 mi	Calm	Calm	-	N/A

Show full METARS | METAR FAQ | Comma Delimited File

History : Weather Underground

Time (EDT)	Temp.	Dew Point	Humidity	Pressure	Visibility	Wind Dir	Wind Speed	Gust Speed	Pre
10:53 AM	61.0 °F	46.9 °F	60%	29.98 in	10.0 mi	Variable	5.8 mph	-	N/A
11:53 AM	60.1 °F	46.9 °F	62%	29.99 in	10.0 mi	SW	11.5 mph	17.3 mph	N/A
12:53 PM	61.0 °F	48.0 °F	62%	29.99 in	10.0 mi	WNW	8.1 mph	-	N/A
1:07 PM	60.8 °F	48.2 °F	63%	29.99 in	10.0 mi	West	5.8 mph	-	N/A
1:53 PM	62.1 °F	48.9 °F	62%	29.98 in	10.0 mi	WSW	8.1 mph	-	N/A
2:53 PM	66.2 °F	44.6 °F	46%	29.97 in	10.0 mi	West	6.9 mph	-	N/A
3:53 PM	66.9 °F	43.0 °F	42%	29.94 in	10.0 mi	West	8.1 mph	-	N/A
4:53 PM	66.0 °F	44.1 °F	45%	29.94 in	10.0 mi	SW	4.6 mph	-	N/A
5:53 PM	68.0 °F	44.1 °F	42%	29.93 in	10.0 mi	WSW	5.8 mph	16.1 mph	N/A
6:53 PM	68.0 °F	39.9 °F	36%	29.93 in	10.0 mi	Variable	3.5 mph	-	N/A
7:53 PM	66.0 °F	41.0 °F	40%	29.93 in	10.0 mi	WSW	6.9 mph	-	N/A
8:53 PM	63.0 °F	42.1 °F	46%	29.94 in	10.0 mi	WSW	4.6 mph	-	N/A
9:53 PM	62.1 °F	43.0 °F	50%	29.96 in	10.0 mi	SW	3.5 mph	-	N/A
10:53 PM	57.9 °F	45.0 °F	62%	29.96 in	10.0 mi	Calm	Calm	-	N/A
11:53 PM	55.0 °F	46.0 °F	72%	29.97 in	10.0 mi	Calm	Calm	-	N/A

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August 9, 2011

RE: 2011 VAN – RECOMMENDATIONS MADE BY PERFORMANCE SUSPENSION TECHNOLOGIES

I spoke to a technical consultant at Performance Suspension Technologies (PST) on the morning of August 7.

After describing my experiences with the E-150, 2011 van, Mr. Moore indicated that the changes made to the 2011 model served truck characteristics at the expense of passenger transport and trailering. He stated the van, for the use intended as a passenger van with a towing package, is not safe and suitable for travel at a higher rate of speed such as between 50 mph and 70 mph.

In terms of use, there are very few 2011 E-150 Passenger Van Wagons manufactured compared to all E-150's and other type trucks on the market. This is why aftermarket products to correct body roll and sway are not readily available or in stock; however, properly engineered anti-sway bars can be special ordered and specially made to eliminate what I have encountered. What has been described according to Mr. Moore may be typical of the many E-150 platforms; however, the changes in the 2011 Passenger Van Wagon model come at the detriment of passenger transport and towing.

Mr. Moore indicated that the van is top heavy and contributing factors happen to be a higher distance from the road that alters and raises the center of gravity creating greater instability. The manufacturing changes on the E-150 2011 XL passenger van increase rigidity and also cannot handle deflection that is necessary to prevent sway encountered under typical highway traveling conditions.

Mr. Moore went on to state that the changes in the 2011 E-150 passenger van with the towing package has caused a substantial increase in body roll and back and forth sway. He also indicated that the sway bar is undersized and under no circumstances should there be a right and left shift aka "walking" as is the case with my Van Wagon. This has been confirmed by a number of sources that state the slight up and down movement of sway bars is expected but not a left to right shift causing metal contact. Mr. Moore stated that under no circumstances should there be any towing by this vehicle until suspension deficiencies have been corrected.

There have been so few E-150 2011's manufactured that most OEM aftermarket companies do not carry or stock the products. At the time of my call to Mr. Moore on the morning of August 8, he admitted that he had no products in stock that PST could send me to rectify the unsafe body roll and sway that I described. It is the same description that I relayed to Virginia at Downtown Ford on August 9.

Mr. Moore who is a specialist made the following recommendations which are consistent with recommendations made by two other technicians and an engineer at Helwig and Roadmaster. The following changes are listed in order of importance:

- Larger diameter front and rear solid sway bars made with tempered "memory" steel attached direct to the frame and other additional points of attachments to the frame.
- OEM performance shock absorbers such as what is available through KYB.
- Polygraphic or polyethylene bushings replacing the existing inadequate rubber bushings.
- Front steering stabilizers.
- A smaller tire size and increased rim which would have no effect upon the mph speed indicator.
- Lower springs to bring the center of gravity closer to the pavement.

Mr. Moore emphasized that the van is top heavy and the platform is more rigid than ever in the 2011 model. This model van cannot handle deflection of wind and other contributing factors of highway driving including the avoidance of roadway hazards and sudden but necessary maneuvering to avoid collisions. The anchoring of suspension is inadequate. All of the changes in the model 2011 increase the probability of the suspension not being able to handle the increased body roll and accordingly the recommended changes are necessary to handle deflection thereby eliminating body roll, sway and wandering.

None of the technicians recommending the adjustment of the steering mesh gear or tire adjustments unless such recommendations came from an OEM company with a solution to decrease the tire size, increase the rim size and bring the van closer to the pavement surface.

Mr. Moore indicated a trac bar is not necessary as typically those are used for "out-of-the-hole shots" such as dragsters, drag racing, etc. and would add nothing to correct the problems. Mr. Moore stated that the limited slip differential feature in his view was not a contributing factor to the body roll that was described.

Mr. Moore was in agreement that based on the OEM features that came with the van at the time of delivery were not conducive to passenger interstate traveling or for that matter any type of traveling at speeds over 45 mph. He stated that the van as delivered was defective as to its intended use. This was consistent with statements made by the Helwig and Roadmaster technicians.

August 9, 2011

Spoke with Dave Wheeler at approximately 3:17 p.m. on August 8. Mr. Wheeler is the lead engineer for Hellwig based in Washington.

I described the symptoms and handling of my 2011 Ford Club Van Wagon XL with a towing package and limited slip differential. Wheeler said that a 2011 model was needed for Hellwig's future product development and indicated if I found a way to transport the vehicle to Washington DC that Hellwig would correct all the problems at no cost.

Mr. Wheeler had indicated that the current rear sway bar is insufficient and that there was no question that aftermarket sway bars were necessary that were larger in diameter, engineered correctly and applied correctly to the frame. He also stated that aftermarket shock absorbers would be a good idea and that polyethylene bushings were probably needed for the aftermarket sway bar.

Mr. Wheeler concurred that the vehicle was top heavy and what was connecting the frame to the body was insufficient. He also concurred that the changes made in the 2011 model would increase body roll and sway and also account for "wandering" that drivers were experiencing. He concurred that it is likely that most drivers would react incorrectly, grab the steering wheel and turn in the opposite direction of the body roll. This would be ill-advised and would create conditions for a severe accident.

Mr. Wheeler concurred that as speed is built up the wind resistance becomes greater; consequently, the reason for extreme sway and body roll problems. Mr. Wheeler indicated that the steering gear mesh should not have been loosened and typically it is adjusted after the vehicle has had several years of wear to "tighten up" free play in the steering wheel. He also indicated that prior alignment adjustment as recommended in the TSB would have minimal if no affect upon correcting body roll and sway.

He emphasized it was the body moving and not the frame platform underneath.