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From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: E-150 "Steering Wander"
Date: Tuesday, December 13, 2011 3:11:00 PM
Attachments: [Scan001.PDF](#)

EQ-10409490-7729

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

From: Reid, Randy (NHTSA)
Sent: Tuesday, December 13, 2011 3:02 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: E-150 "Steering Wander"

please add this attachment to ODI 10409490, public and private repository.

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

From: Magno, Gregory (NHTSA)
Sent: Tuesday, December 13, 2011 2:47 PM
To: Reid, Randy (NHTSA); Price, Jeffrey (NHTSA); Collins, Bill (NHTSA)
Subject: E-150 "Steering Wander"

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

From: NHTW48-329@ad.dot.gov [<mailto:NHTW48-329@ad.dot.gov>]
Sent: Tuesday, December 13, 2011 11:28 AM
To: Magno, Gregory (NHTSA)
Subject: Scan from a Xerox WorkCentre Pro

Please open the attached document. It was scanned and sent to you using a Xerox WorkCentre Pro.

Sent by: Guest [NHTW48-329@ad.dot.gov]
Number of Images: 4
Attachment File Type: PDF

WorkCentre Pro Location: W48-329
Device Name: NHTSAW48-329XEWCP265
Device Serial Number: UTU150797P

US.DOT MFP.

December 13, 2011

FAX ONLY

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

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

Dear Mr. Borris:

As you know, I have been communicating with you off and on concerning the severe control issues of the Ford E-150 Club Van Wagons years 2009 through 2011.

I have gone through a mandatory Lemon Law arbitration procedure which is a joke. No average person could survive it and those participating in the program "sponsored by the manufacturer" do not have the proper expertise to diagnose problems, etc.

For reference purposes, attached is mine of November 10 that included the November 10 email to Jim Gurganious. You were sent photographs as part of your file.

Friday evening, December 9, I had a discussion with Mr. Dave Wheeler, Head Engineer at Hellwig Products in Washington State. They are a leader in suspension fixes.

When my issue first came to light, Hellwig indicated that they would fix my vehicle free if I could find a way to transport it to Washington State. The cost of transportation was about \$4,000.00 and I could not justify this huge expense.

When I first spoke with Mr. Wheeler in August, he indicated in all likelihood they would sooner or later be working on a prototype for the fix of the wandering, control and sway issues. Because of the large volume of complaints, several prototypes were tested and he confirms that a solid sway bar with different frame brackets should correct the problem. The sway bars are going to be manufactured starting now and supposedly will be available for purchase some time in mid-January.

December 13, 2011
Mr. Frank Borris

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The photographs I sent you are numbered on the back. See my email of November 10 to Jim Gurganious for details. In summary, photographs Nos. 4014, 4015 and 4019 are pictures of the front driver's side frame bracket and No. 4018 is a picture of the driver's side link. The sway was so severe on my vehicle that there is metal-to-metal contact with the bracket and sway bar. Also, the links are severely angled and they are supposed to return to its normal condition and be completely vertical – not severely angled.

The sway was so severe in the pictures that you have that the sway bar is now actually jammed into the bracket bushings because it is being pinched by the bushing. The sway bar is irregular and as it passed through the hole of the bushing the irregular design of the sway bar when it was severely shifted from the driver's side to the passenger side has become stuck and has remained stuck. The van is not being driven because of danger issues.

Nos. 3998, 4007 and 3995 are pictures of passenger side link and driver's side bracket. When facing the bracket on the right side the bar is pinched against the bushing and on the left side of the bracket to where it curves back and attaches to the link, it is out of position by about 3 or 4 inches toward the front passenger tire. You will observe that the top part of the link is severely angled toward the passenger tire. The links should be completely vertical.

The sway bar front brackets are defective. There is not supposed to be any movement of the sway bar through the bushing material. Hellwig has remanufactured this bushing with different material guaranteed not to shift from right to left. Another fix would be stop rings on both sides of the sway bar where it comes in contact with the bushing. This would eliminate the metal-to-metal contact as shown in the photographs. Accordingly it is a combination of two things – the hollow metal bar and the defective bushings. This is what is causing all the control issues.

You should force Ford Motor Company on a recall to fix this problem. It is a simple and inexpensive fix. Someone is going to lose his or her life and there have been enough recorded incidences with control issues that are severe at 70 mph with winds of 10 mph or more. I would urge you to do something about this now!

According to all the suspension experts, there should be no movement of the sway bar through the front bracket bushings. Suspension experts and others refer to this type of dangerous movement as "death wobble". Defective bushings and front sway bar brackets allowed back and forth movement of the sway bar through the bushings which created "wandering, "sway", "body roll" etc. A sway bar is necessary for turning at corners; however, the left to right movement through the front brackets, which should not occur, is causing the control wandering issues. As stated earlier, a local suspension specialist indicated that the photos I sent confirm extreme pressure applied on a delicate link and if the link breaks the sway bar will drop and become entangled with the steering rods creating a catastrophic accident.

December 13, 2011
Mr. Frank Borris

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I would hate to think a \$10.00 bracket bushing is contributing to the wandering problem that may cost someone his life.

Hope you move on this quickly to save some lives.

Yours truly,

[Redacted signature block]

Louisville KY

Extension [Redacted]

lpb

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