

Re: [Steeda Autosports] Re: Re: [Steeda Autosports] Re: Re: Steeda - New Order # AB-160816

Paul Holbrook <stonefly01@hotmail.com>

Thu 4/6/2023 4:10 PM

To: Support <sales@steeda.com>

Hello John,

I posed some questions below. I would like to know if it matters that the bars on the 555-1027 are not parallel when endlinks are at minimum size. It seems to work well as it is, but I wonder how much better performance might be if they were in fact parallel to the ground as stipulated in the published instructions.

There are a bunch of folks on F150Gen14 forum speaking about the non-parallel condition. You may have a cancelled order in this link, if that matters to you and the Steeda team.

Forum Link: <https://www.f150gen14.com/forum/threads/anti-sway-bars-questions.15445/>

Best Regards,
Paul Holbrook

From: Paul Holbrook <stonefly01@hotmail.com>

Sent: Friday, March 17, 2023 5:11 PM

To: Support <sales@steeda.com>

Subject: Re: [Steeda Autosports] Re: Re: [Steeda Autosports] Re: Re: Steeda - New Order # AB-160816

Hello John,

Thanks for sending the replacement parts.

I've installed in accordance with published instructions. The issue of clearance on the exhaust appears to not be an issue at this time.

Instructions state adjustment of endlinks will be needed to set sway bar parallel with the ground surface. Photo provided in the instructions clearly show the bars more parallel than in my final install.

I adjusted the endlinks to their shortest point.

Attached photos show a delta of 1.75 inches. I measured from center of bar to center of bar on both ends. Totally not parallel to the ground. Photo 2 shows the short link at the bottom per instructions and the adjustment has been made as short as it can be.

Does this matter??

Thank you for working with me on this. I'm sure you'd rather be doing something else besides talking to me (So would I 😊)...

Paul Holbrook

From: Paul Holbrook <stonefly01@hotmail.com>

Sent: Tuesday, February 28, 2023 7:36 AM

To: Support <sales@steeda.com>

Subject: Re: [Steeda Autosports] Re: Re: [Steeda Autosports] Re: Re: Steeda - New Order #

AB-160816

I would prefer to receive replacement brackets and deal with the cowl myself.

Please ship at your earliest opportunity.

Thanks,
Paul Holbrook

From: John M (Support) <sales@steeda.com>

Sent: Monday, February 27, 2023 2:17 PM

To: Paul Holbrook <stonefly01@hotmail.com>

Subject: [Steeda Autosports] Re: Re: [Steeda Autosports] Re: Re: Steeda - New Order # AB-160816

##- Please type your reply above this line -##

Your request (44811) has been updated. To add additional comments, reply to this email.

John M (Steeda Autosports)

Feb 27, 2023, 5:17 PM EST

Good afternoon,

We apologize for the delay. The truck we needed came in last week. With the 4WD bar, the heat shield will have to be modified or removed. Since the customer was not having sway bar installed, we were not able to do the modification. So we are not able to explain what needs to be done.

There are two options, we can send you another return label to get the rest of the sway bar kit back and issue you a refund, or you can remove or modify the heat shield and we can send you the parts back for the kit.

If you have any questions, please let us know.

Thank you for your continued patience, we do appreciate it.

Paul Holbrook

Jan 12, 2023, 2:00 PM EST

Good morning

I'm following up on the return/replacement status of this item.

Kindly advise at your earliest convenience.

Thank you

Paul Holbrook

From: Paul Holbrook <stonefly01@hotmail.com>

Sent: Saturday, December 24, 2022 9:49 AM

To: Support <sales@steeda.com>

Subject: Re: [Steeda Autosports] Re: Re: [Steeda Autosports] Re: Re: Steeda – New Order # AB-160816

I am mailing back just the brackets that are nonconforming.

Holes are too wide by at least 1/4". Really obvious when holes are aligned with spacer and/or U-bolt.

Please send replacement brackets at your earliest opportunity.

Thanks,

Paul Holbrook

From: John M (Support) <sales@steeda.com>

Sent: Monday, December 19, 2022 7:04 AM

To: Paul Holbrook <stonefly01@hotmail.com>

Subject: [Steeda Autosports] Re: Re: [Steeda Autosports] Re: Re: Steeda – New Order # AB-160816

Paul Holbrook

Dec 24, 2022, 12:49 PM EST

I am mailing back just the brackets that are nonconforming.

Holes are too wide by at least 1/4". Really obvious when holes are aligned with spacer and/or U-bolt.

Please send replacement brackets at your earliest opportunity.

Thanks,

Paul Holbrook

From: John M (Support) <sales@steeda.com>

Sent: Monday, December 19, 2022 7:04 AM

To: Paul Holbrook <stonefly01@hotmail.com>

Subject: [Steeda Autosports] Re: Re: [Steeda Autosports] Re: Re: Steeda – New Order # AB-160816

John M (Steeda Autosports)

Dec 19, 2022, 10:04 AM EST

Good morning,

The information was sent you by email on Thursday 12/15. I have included a copy of it with the return label information,

If you have any questions, please let us know.

Attachment(s)

[Paul Holbrook Confirmation from FedEx EmailOnline LabelRETURN LABEL INFIRMATION.msg](#)

Paul Holbrook

Dec 17, 2022, 11:16 AM EST

Good morning,

I do not believe I have received the label referenced 12/13 RMA1691. Kindly send that at your earliest convenience.

Please further clarify if I am returning the entire swaybar assy or if I am returning what are believed to be the offenders (brackets).

Regards,

Paul

From: John M (Support) <sales@steeda.com>

Sent: Tuesday, December 13, 2022 6:02 AM

To: Paul Holbrook <stonefly01@hotmail.com>

Subject: [Steeda Autosports] Re: Re: [Steeda Autosports] Re: Re: Steeda – New Order # AB-160816

John M (Steeda Autosports)

Dec 13, 2022, 9:02 AM EST

Good morning,

Thank you for the photos. We will be sending you a return label to ship the part back to us. The return authorization number is RMA1691. Please write that on the outside of the box.

Please allow a day for us to get the label information sent to you.

Thank you again for your patience, we do appreciate it,

John M (Steeda Autosports)

Dec 12, 2022, 3:48 PM EST

Good afternoon,

Everything has been sent to our tech and our production team. As soon as I hear back from them, I will let you know.

Thank you for your continued patience, we do appreciate it.

Paul Holbrook

Dec 12, 2022, 12:37 PM EST

See ticket 44811 for pictures.

From: John M (Support) <sales@steeda.com>

Sent: Monday, December 12, 2022 4:34 AM

To: Paul Holbrook <stonefly01@hotmail.com>

Subject: [Steeda Autosports] Re: Re: [Steeda Autosports] Re: Re: Steeda – New Order # AB-160816

Paul Holbrook

Dec 12, 2022, 12:33 PM EST

From: John M (Support) <sales@steeda.com>

Sent: Monday, December 12, 2022 4:34 AM

To: Paul Holbrook <stonefly01@hotmail.com>

Subject: [Steeda Autosports] Re: Re: [Steeda Autosports] Re: Re: Steeda – New Order # AB-160816

Attachment(s)

[IMG_0630.jpeg](#)

[IMG_0631.jpeg](#)

[IMG_0635.jpeg](#)

[IMG_0637.jpeg](#)

John M (Steeda Autosports)

Dec 12, 2022, 7:34 AM EST

Good morning,

We do apologize for what you are experiencing. Do you have any pictures you can send us so we can see exactly what is not lining up? You can email them to john@steeda.com

I will forward them to our tech and production for them to review.

We understand your frustration. Thank you for your patience, we do appreciate it.

Paul Holbrook

Dec 10, 2022, 7:20 PM EST

The attached photos should support the complaint.

Please contact me to resolve.

The U-bolts appear to fit the axle properly, as do the other parts except the swaybar bushing bracket.

Photos show scratches from attempted installation. Scratches demonstrate the lack of fit.

Also the vertical link bars contact a metal cowling or cover on the muffler. That cover is not present in your website photos. This install is on a 2022 Powerboost Platinum F-150. FX4 max tow package. Website indicates the 555-1027 should fit the truck:

"Product Benefits

- * Made in USA
- * Billet steel ends
- * Solid steel bar
- * Adjustable stiffness
- * Adjustable endlinks
- * Ability to adjust the swaybar on the truck without removing components
- * Durable powdercoat finish
- * Improved handling and control
- * Works with both 2015-2020 and 2021+ F-150 4WD trucks"

From: Support <sales@steeda.com>

Sent: Saturday, December 10, 2022 2:29 PM

To: Paul Holbrook <stonefly01@hotmail.com>

Subject: [Request received]

Attachment(s)

[IMG_0631.jpeg](#)

[IMG_0630.jpeg](#)

[IMG_0635.jpeg](#)

[IMG_0637.jpeg](#)

Paul Holbrook

Dec 10, 2022, 5:29 PM EST

This is a follow-up to your previous request #44425 "Re: Steeda - New Order # AB..."

Dear John,

I'm in the midst of installing the 55-1027. I am so incredibly frustrated.

1. The bracket that attaches to the frame on passenger side contacts the exhaust cover. I'm sure with that I will get some rubbing.
2. More importantly the swaybar bushing bracket and the U-bolts WILL NOT fit together. The hole positions don't line up with the bolt; the U-bolt is too small from one side to the other.

As I see it, you can either send me U-bolts that are spread a bit more, or a swaybar bracket with holes that are slightly closer together OR you can find a local installer in San Diego who can install it (on your dime, not mine).

If I were willing to F**k with it, I would grind the bracket holes open more.

Failing any of those options, I will ship this F****ing thing back to you and get a refund.

I may as well have bought something from China. This is the quality level I'd expect from a cheap foreign manufacturer.

NOT AT ALL what I expected from Steeda.

Sorry for the diatribe, but I expect MUCH better from a company that touts their "Made In USA" tagline.

Regards,

Paul Holbrook

858-603-4023

From: John M (Support) <sales@steeda.com>

Sent: Tuesday, November 29, 2022 11:21 AM

To: Paul Holbrook <stonefly01@hotmail.com>

Subject: [Steeda Autosports] Re: Re: Steeda – New Order # AB-160816

This email is a service from Steeda Autosports. Delivered by Zendesk

[R8EY6G-5EE9P]