

CL-10209392-8429

Perkasie PA

2007 NOV -8 PM 2:18

November 1, 2007

Dear Sir or Madam:

I own a 1999 Coachman 32' Motor home that was recalled for a speed control problem 05S28. I have tried several dealers recommended by Ford and none have the available recall kit. I called the closest Dealer and was told they may have kits in December. It is quickly becoming winter here and motor homes are usually winterized and put away until spring, I did so with mine as it appears kits may not be available until spring and no one here can really safely drive a motor home on slippery roads. I called Ford's Motor home Customer Assistance [800-444-3311] to ask if a kit could be sent to me when available then I would have it installed. The gal there told me I must immediately unwinterize and take motor home off jacks and go to a dealer to just disconnect the speed control as no kits are available, she stated if I did not Ford would not be responsible. No dealer had told me this and as I have an electric shut off I do not see any reason to comply until spring. What good is a recall when fix is not available?

Sincerely,

ET
11/08/07
KLB