



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 9, 2008

[REDACTED]

Marietta, OH [REDACTED]

NVS-216 aae
Ref. # 10212764

Dear [REDACTED]:

Thank you for your correspondence dated December 7, 2007, concerning your model year (MY) 1999 Ford Motor Home. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on December 14, 2007.

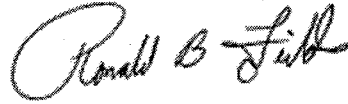
NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or recall inadequacy is warranted.

NHTSA is aware of the time period which the parts will become available. Please be aware the information you provided has been entered into our database and will be reviewed. It will be considered with other reports to identify any inadequacies of the recall campaign that may require our attention. Also, we notified Ford Motor Company of the difficulty you have experienced in having the safety-related corrective action performed on your MY 1999 Ford

Motor Home. If you have any further questions regarding this matter, please contact Mr. Richard Willard, Consumer Safety Officer at 1-877-538-8368 ext. 66544.

Sincerely,

A handwritten signature in cursive script, reading "Ronald B. Fields". The signature is written in dark ink and is positioned above the printed name and title.

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

cc: Mr. Richard Willard