



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 4, 2008

[REDACTED]
Newhall, CA [REDACTED]

NVS-216 mec
Ref. # 10228508

Dear [REDACTED]:

Thank you for your correspondence dated May 7, 2008, concerning a recall involving your model year (MY) 1998 Ford Econoline motorhome. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on May 21, 2008.

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 safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. 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. We sympathize with you concerning the difficulty you experienced in contacting Ford's Motorhome Customer Assistance Center. We were able to contact a Ford's representative at 1-800-444-3311. They provided us with 2 locations in your area that can service your motorhome.

Whitney Auto and RV
805-581-1003

Sunrise Ford
818-980-9800

We hope this information was helpful. If you have any questions regarding this matter, please contact Mr. Richard Willard, Consumer Safety Officer at 1-877-538-8368 ext. 66544.



Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink that reads "Frank S. Borris II". The signature is written in a cursive style with a large, prominent "F" and "S".

Frank S. Borris II, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement