

APR 17 2012
April 10, 2012

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

To Whom it may concern,

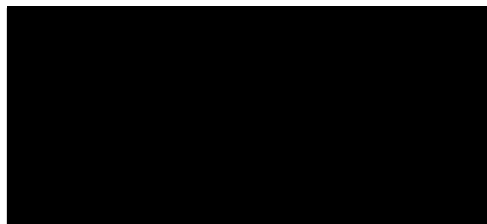
I write to express my disappointment in both Ford Motor Company and in Luther Ford dealership in Homer City, PA. Back in early March I received a recall letter on my 2011 Ford chassis motor home (Safety Recall Notice 12S27). I called Luther Ford and explained the letter and recall numbers, etc. and they gave me an appointment for April 2nd.

On taking it in, they promptly refused to do the needed work claiming they didn't have a lift for a motor home, then claiming they wouldn't get reimbursed by Ford, they claiming they didn't have anyone certified to do warranty work, and then claiming it would be too much effort to remove the steering column.

Luther Ford said they don't sell or service motor homes, yet I recall four years ago they serviced a recall I had on another motor home.

Much inconvenience, frustration, and disappointment – is the way I characterize this experience.

Don't your dealers do warranty work? Don't they correct safety recalls issued by the National Highway Traffic Safety Administration?



Indiana, PA

HC
04/02
PW

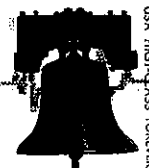


Indiana, PA

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USA FIRST-CLASS FOREVER

Administrator
National Highway Traffic Safety
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