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INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

CH-10469905-2695

EXEMPTED FROM DISCLOSURE

2012 JUL 31 A 8 11

July 23, 2012

To:  
Administrator  
National Highway Traffic Safety Admin.  
National Highway Traffic Administration  
1200 New Jersey Ave. S.E.  
Washington, D.C. 20590

From:



Cleveland OK

Ref: NHTSA Safety Recall 12V-035

To Whom It May Concern,

I received Safety Recall Notice 12S27 the first week of March 2012, from the Ford Motor Company. (See attached letter).

On **March 16 2012**, I took the letter along with my VIN number to the Joe Cooper Ford Dealership in Tulsa OK. The service manager named James Feary assisted me. He entered the information into his computer and told me the part was ordered and they should receive it on Tuesday March 20, 2012. James Feary said that he would call me to arrange an appointment to bring in the motor home. **(Never called as promised)**

On **Monday March 26, 2012 at 11:30am** I had heard nothing from the Joe Cooper Dealership so I called and talked with James Feary. James now tells me the part is backordered and does not know when the part will arrive. He tells me I do not need to call him checking on the part arrival, that he would call me when it arrived.

On **Friday, May 18, 2012**, I have never been contacted by Joe Cooper Ford or James Feary so I went back to the dealership. I talked with James Feary once again and he checked his computer and told me that there were 100 of the parts in Nashville TN and that he should have that part by Monday or

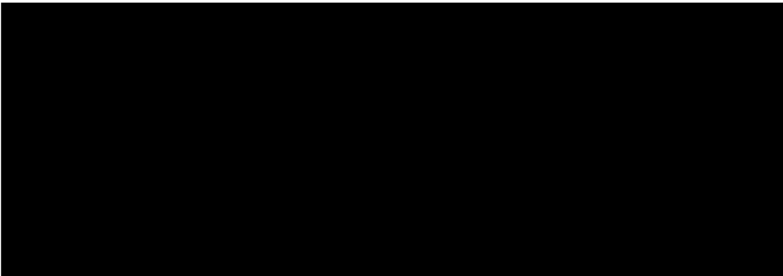
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Tuesday of the next week and that once again he would call me to schedule an appointment. **(Never called as promised, 2<sup>nd</sup> time)**

At this time I called Dave's Claremore RV where I purchased the motor home and told them of the problems I was having at Joe Cooper Ford. The service manager at the RV dealership told me to take the motor home to Bob Hurley Ford in Tulsa OK and that they had sent four other motor homes over there and had no trouble getting the recall repairs made. I went to Bob Hurley Ford and talked with the service manager. Steve told me that since the part had already been ordered by Joe Cooper Ford under my VIN number that I would have to get the work done there.

On **Tuesday 9:05am, May 29, 2012**, I called the Motor Home Customer Assistance Center at 1-866-906-9811 and talked with a representative. I told her of the problems I am having as outlined above and she tried to assist me. I told her I did not want to go back to the Joe Cooper Ford Dealership that I wanted the part sent to Bob Hurley Ford. She talked with both Dealerships while I held online. She said that she was going to turn my problem over to their Service Priority Tech and that they would call me later in the day or tomorrow. A lady did call the following day and left a voice message on my recorder. She said that I would have to go back to Joe Cooper Ford and that she had talked with James Feary and that he would call in several days with the replacement part and schedule the repair. **(Never called as promised, 3<sup>rd</sup> time).**

As of today **July 23, 2012**, I have never heard a word from Ford Motor Company, Joe Cooper Ford Dealership (James Feary), or from the Service Priority Tech at the assistance center. I am requesting that if you can help me with this problem I would appreciate that the part be sent to Bob Hurley Ford in Tulsa OK and that I can have my recall repair made by this dealership.





Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

March 2012

[REDACTED]  
12007/000006004/000000016  
[REDACTED]  
CLEVELAND, OK [REDACTED]

2011 Motorhome Chassis  
Vehicle ID #: 1F66F5DY5B0 [REDACTED]  
**Safety Recall Notice 12S27**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, which was built on a chassis supplied by Ford, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?**

On your vehicle, it is possible that over time, the cable for the transmission range indicator "PRND321" on the instrument cluster may be cut due to a sharp edge on the shift lever arm. If the indicator cable is cut, the indicator will remain in the "1" position (first gear) regardless of what gear is selected. With no gear indication, the operator may inadvertently select an incorrect gear, increasing the risk of a crash.

**What will Ford and your dealer do?**

Ford Motor Company has authorized your Ford dealer to replace the transmission range indicator assembly and shift lever arm free of charge (parts and labor).

**How long will it take?**

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?**

Please call your Ford dealer without delay and request a service date for Recall 12S27. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

**What should you do?  
(Continued)**

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

**RETAIL OWNERS:** If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD) Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is:  
[www.Fordowner.com](http://www.Fordowner.com).

**FLEET OWNERS:** If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, select option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at [www.fleet.ford.com](http://www.fleet.ford.com).

**MOTORHOME OWNERS:** If you still have concerns, please contact the Motorhome Customer Assistance Center toll free at 1-866-906-9811. Representatives are available 24 hours a day.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [www.safercar.gov](http://www.safercar.gov). Reference NHTSA Safety Recall 12V-035.

Thank you for your attention to this important matter.

Ford Customer Service Division

9:05 5/29/12 *DAHS TX*  
*Service Priority Tech*  
*will call me back*  
*Today or Tomorrow*

CLEVELAND OK

TULSA OK 741

24 JUL 2012 PM 7.1



Administrator  
National Highway Traffic Safety Admin.  
1200 New Jersey Ave. S.E.  
Washington, D.C. 20590

