



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

August 29, 2012

[REDACTED]

Cleveland, OK [REDACTED]

NVS-216 nam
Ref. No. 10469805

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2011 Ford F-35 motorhome chassis. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

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 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 trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate experiencing difficulty completing NHTSA Safety Recall Campaign No. 12V-035 on your MY 2011 Ford F-53 motorhome chassis. You went to a local Ford dealer and they ordered the recall parts. The dealer advised that they would contact you to make an appointment when the parts arrive and complete the recall. However, the dealer has broken their promise several times to call you back for an appointment. In addition, you contacted Ford and the Motorhome Customer Assistance Center to request that the parts be sent to another dealer but your request was denied. You are requesting assistance to have the recall parts sent to the dealer of your choice and the recall be completed by that dealer.

We are aware of the NHTSA Safety Recall Campaign No. 12V-035 that addresses a problem with incorrect gear indication in the cluster's PRINDL display in MY 2011 and MY 2012 Ford F-53 motorhome chassis. We have not been notified by Ford of any parts shortage problems, but Ford may have established limits on how many parts each dealer is allocated at a time. It is not unusual for manufacturers to limit the volume they automatically deliver to dealers. Due to the volume of vehicles involved in a recall manufacturers may conduct the recall in phases. Also manufacturers may limit recall part distribution and ordering, or assign parts by specific vehicle identification numbers, to avoid waste by dealerships for parts they did not order or do not need.

[REDACTED]

We recommend that you continue to work with Ford and a local dealer to complete the recall. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the NHTSA investigation and recall process can be found on our web site at www.nhtsa.gov.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov, or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely yours,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement