

NVS-200

CL-10501521-8712

north central west virginia
community

FEB 26 2013

EXECUTIVE SECRETARIAT
P.O. Box 279 • Philippi, WV 26416
(304) 457-3420 or (304) 457-1366 • www.ncwcaa.org
2013 FEB 25 P 3:54

Barbour County Office

February 20, 2013

RECEIVED - NHTSA

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

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

RE: Safety Recall 12C4 on Sterling 360 – EPA04 4M50 Fuel Lines
Engine Serial Number [REDACTED] – VIN JLSBBG1SX7K [REDACTED]
Engine Serial Number [REDACTED] – VIN JLSBBG1SO7K [REDACTED]

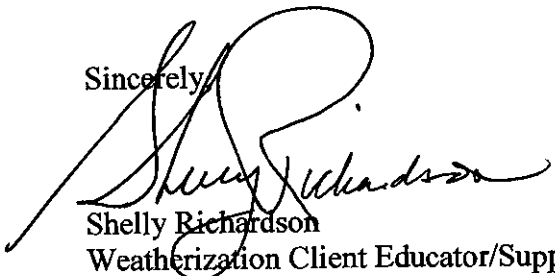
To whom this may concern:

North Central West Virginia Community Action has two of the vehicles that this recall pertains to; I have included the Engine Serial Numbers and VIN Numbers above for reference. We want to be in accordance with the requirements of the National Traffic and Motor Safety Act but we do find it hard to get a vehicle to any service location that is not three or more hours away from our location.

There was a recall a few months ago, and we had to take these vehicles to a location that was over three hours there and back, plus the hour our employees had to wait for the vehicles to be fixed. We understand the importance of these recalls, but we are hoping that you will understand the cost of our drive time, employee wages and also the cost of fuel. These trucks are used daily to weatherize homes in a 10 county service area. Our production is affected by not having our trucks and employees available.

We are requesting assistance with the situation that we are facing and the cost of getting these vehicles fixed. We are a Non Profit Organization that has very limited funding, so we are hoping you will understand the situation and that you will provide to us someone who will come to our location in order to have the vehicles fixed.

Sincerely,



Shelly Richardson
Weatherization Client Educator/Support Clerk

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022613
TW

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