

JUL 9 '21 10:46AM

CRD NEF 109 MAIL

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

6/27/2021

Re: Safety recall 21S17 /NHTSA Recall 21V202
Vin # 1F66F5DN7L [REDACTED]

My name is [REDACTED] and I live in Silver Spring, Maryland. On March 10, 2021, I bought a new Entegra motorhome on a 2020 Ford F53 chassis from a local RV dealer. Around a month ago I received your safety recall 21S17 for the rear axle. Since receiving the recall notice, I have contacted every Ford dealer in my area and not one of them is willing to even look at it. I understand some of the dealers are not equipped to deal with something this size and weight. However, according to the Ford Commercial Vehicle Center there are a few dealers nearby that are large enough and list class A motorhomes in the vehicles they service. These include Koons Ford in Silver Spring, MD (close to me) and Chesapeake Ford Truck in Upper Marlboro, MD. Both dealers refuse to look at it even though it's new and still under the factory warranty and has a safety recall. I'm also very concerned about who will do any required warranty work should it become necessary.

I called the Motorhome Customer Assistance Center, 1-866-906-9811 and got nowhere. They were very difficult to understand and made it clear they had no interest in helping. They left it with (we'll look into it and call you back), and of course, they never did.

The motorhome is at the dealer I bought it from now for other work, but they will not work on the chassis. I don't know how dangerous this condition might be and I certainly don't understand how Ford Dealers, the people responsible for maintaining Ford vehicles can simply refuse to work on them.

What are my options? Perhaps you can help.

[REDACTED]

Silver Spring, MD [REDACTED]

Cell Phone [REDACTED]

Cc: Administrator, National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, D.C. 20590
Safety Recall 21V202

Silver Spring, MD

CAPITAL DISTRICT 208

29 JUN 2021 PM 3 L



Administrator, National Highway Traffic Safety
Administration

1200 New Jersey Ave., S.E.
Washington, D.C. 20590
Safety Recall 21V202

20590-

