



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



November 3, 2021

NEF-109 tgd
Ref. No. 11436427

Silver Spring, MD

Dear :

Thank you for the letter about your model year (MY) 2020 Entegra recreational vehicle (RV) built on a Ford F53 Chassis. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. You indicate that your MY 2020 Entegra RV is affected by NHTSA Safety Recall Campaign No. 21V-202. An inadequate amount of rear axle lubricant may cause rear wheel bearing damage and bearing seizure, and rear axle or driveshaft failure. However, you have not been able to find a local Ford dealer willing to complete the recall on your RV.

We recommend that you continue to contact Ford Motor Company for further assistance in locating an authorized dealer with the ability to perform recall 21V-202. We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

Randy Reid, Chief
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Office of Defects Investigation
Enforcement