

[REDACTED] August 29th 2022

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. S. E.
Washington DC 20590

Ref: Recall 22V089

We scheduled an appointment with Lazydays RV to provide the service required by "Recall 22089" on our Coachman Leprechaun Class C Ford motorhome VIN: 1FDXE4FN7M [REDACTED] on Friday August 26th at 11am.

Lazydays RV
4777 Marketplace Drive
Johnstown, CO 80534

When we arrived at approximately 10:30am we were told that we would be unable to take it home later in the day and would have to leave it in Johnston Colorado until the recall work was complete. We then asked them to provide a rental vehicle as per your Safety Recall Notice 22S08. However, we were then informed that they were not a Ford Dealer even though we had bought the vehicle from them, and they had agreed to do the work required and sent us emails reminding us of the appointment. Instead, they informed us that they were planning to bring the motorhome to "Rush Ford" (720-508-7700) in Commerce City Colorado for the recall service.

We drove approximately 100 miles from Laramie Wyoming for the appointment and we could not afford to be stranded in Johnstown. We absolutely needed the rental vehicle, but we were not provided one by either Lazydays nor did they volunteer to contact and get us a rental vehicle from Rush Ford. Reluctantly, we just decided that we had no other recourse but to have Lazydays change our oil, which was critical, and then drive our motorhome back to Laramie.

We were not told prior to our arrival in Johnston that Lazydays was going to have Rush Ford do the recall work. We had believed that Lazydays was going to provide the recall service on August 29th.

We suspect that Lazydays is committing fraud. We have had problems with them previously that we thought might be due to a rogue salesman but now a pattern of fraud appears to exist, or they are completely incompetent. We believe that when they scheduled us for an appointment that it constituted a contract which required them to follow Safety Recall Notice 22S08 and to provide us with a rental vehicle. To tell us "we are not a rental agency" and that it had been our responsibility to arrange a rental with Rush Ford was unreasonable since we did not even know about their rearrangement with Rush Ford until we arrived at Lazydays. Lazydays is a very poorly run organization with very poor customer relation policies. A reputable firm, once they scheduled an appointment, would fulfill their obligation to be prepared to provide the service they scheduled. If they could not complete the entire job that they had scheduled, they had the obligation to inform us prior to our expensive trip to Johnstown. Lazydays and Ford have lost our business and we are contemplating legal action to recover our lost time and expenses.

Could you please provide us with the address and contact for a dealer, reasonably close to Laramie Wyoming, who could provide the recall service for us? The Ford dealer in Laramie is not equipped to provide this service. Thank you.

Sincerely,
[REDACTED]

BR

Laramie, WY

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Received 9/7
to NEF

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