

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [REDACTED]  
**To:** [EVOO \(NHTSA\)](#); [REDACTED]  
**Cc:** [NHTSA ODI CRD](#); [REDACTED]  
**Subject:** ODI-11491887  
**Date:** Thursday, November 3, 2022 5:43:33 PM  
**Attachments:** [REDACTED]

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

[REDACTED]  
Subject: Re: Request # [REDACTED] complaint (ODI 11491887)  
To: [4me+nhtsa@telesishq.com](mailto:4me+nhtsa@telesishq.com)  
...  
[REDACTED]

Thank you,

[REDACTED]  
ASRC Federal Holding Company  
[REDACTED]  
7000 Muirkirk Meadows Drive, Beltsville, MD 20705  
[asrcfederal.com](http://asrcfederal.com) | Purpose Driven. Enduring Commitment.

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**BBB AUTO LINE  
Customer Claim Form**

Case number: [REDACTED]  
Contact Date: 11/01/22  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Dover	State: TN	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone: [REDACTED]
Fax:	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Ford	Model: Motor Home	Year: 2021	Current mileage: 9000
Name(s) that appears on the vehicle title: Roger Mathis			
Selling dealer/city/state: ARROWHEAD CAMPER SALES, MAYFIELD, KY			
Primary Servicing dealer/city/state: UNKNOWN,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased	Is your vehicle Certified Pre-Owned? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		
Purchase/lease date: 12/01/20	Mileage at purchase/lease:		
First repair attempt date: 11-29-22	First repair attempt mileage: 0		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	Date of accident:		
Description of damage: Stabilizer bar bracket broke and hanging down.			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

C - Would like the manufacturer to repair the vehicle and not have the RV sit ~~until 2023~~ ~~first~~ first quarter of 2023. If permanent repair parts are unavailable complete a temporary repair until a permanent repair is available. I do not want my RV to be risky to drive for 3-4 months.

Please complete the missing information in the box below and on page 2.

<b>VEHICLE IDENTIFICATION NUMBER</b> 1F6LF5DN7L [REDACTED]
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TENNESSEE DEPARTMENT OF REVENUE  
 VEHICLE TAXPAYER SERVICES DIVISION  
 MULTI-PURPOSE APPLICATION  
 OFFICIAL VEHICLE REGISTRATION

SEE Reverse side!



NEW OR CURRENT TITLE NUMBER	TRANSACTION CODE* <b>N02</b>	REGISTRATION ONLY NUMBER	STATE
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OWNER INFORMATION \*LEGAL STATUS: 1 (AND) 2 (OR)  2 ENTER NAME CODE IN BOX 1 (SAME) 2(DIFFERENT) 3(MULTIPLE LAST NAMES) 4(COMPANY) 5(OVER 28 CHARACTERS)  1 MAO  N ILU  N

LAST NAME	FIRST NAME	MIDDLE INITIAL	LAST NAME	FIRST NAME	MIDDLE INITIAL
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ADDRESS 1 (MAILING)	ADDRESS 2 (PHYSICAL)
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CITY <b>DOVER</b>	STATE <b>TN</b>	ZIP CODE	CITY	STATE	ZIP CODE
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CITY OF RESIDENCE/PRINCIPAL BUS OR INCORP LOCATION <b>STEWART 081</b>	PURCHASE DATE <b>01/13/2021</b>	*LEASED <input type="checkbox"/> 0 *SERVICE OPTIONS <input type="checkbox"/> SEE REVERSE SIDE FOR INSTRUCTIONS	TELEPHONE #	*PLACARD/HEARING IMPAIRED CLS/YR	*INSURANCE POLICY #
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VEHICLE INFORMATION

VIN <b>1F66F5DN7L0</b>	MAKE <b>FRRV</b>	MODEL <b>GTN</b>	YEAR <b>2021</b>	BODY <b>MH</b>	TITLE BRAND - translation	CODE <b>N</b>	TYPE OF FUEL - translation <b>GAS</b>	CODE <b>1</b>
SURRENDERED TITLE #	STATE <b>TN</b>	PREVIOUS STATES TITLED	VEHICLE USE <b>P</b>	VEHICLE TYPE <b>R</b>	CURRENT MILEAGE <b>568</b>	ODOMETER ACTUAL (0) NOT ACTUAL (8) INDICATOR OVER 10 YRS / 16,000 LBS (1) (List one) IN EXCESS OF MECHANICAL LIMITS (9)		CODE <b>0</b>
COLOR CODE (enter appropriate code)* UPPER LOWER <b>A</b>	MOBILE HOME LGTH WDTH	# AXLES	GROSS VEHICLE WEIGHT <b>6</b>	*VEHICLE TRADE-IN DESCRIPTION	COMPANY VEHICLE #			

PLATE INFORMATION \*(required for Title and Registration and Registration Only Transactions) SEE REVERSE SIDE FOR COMPLETE INSTRUCTIONS

PLATE #(1) <b>3002/2014</b>	CLASS CODE/ISSUE YR(1)(3)	VALIDATION #(1)	COUNTY STICKER #(1)	CITY STICKER #(1)(2)	*PLATE #(TRADE IN)(2)	CLASS CODE/ISSUE YR(2)	EXPIRATION DATE (1)(2)(3) <b>11/30/2021</b>
TDR STICKER #(4)	TEMP OPERATOR PERMIT #(3)	# OF SEATS(5)	ZONE(COUNTY NAME)(6)	USDOT / REGISTRANT #(7)	MOTOR CARRIER #(8)		

LIEN INFORMATION (if lien present)

LIEN CODE	FIRST LIENHOLDER	CITY	STATE	ZIP CODE	LIEN DATE
LIEN CODE	SECOND LIENHOLDER	CITY	STATE	ZIP CODE	LIEN DATE

\*LESSEE / REGISTRANT INFORMATION(OWNER OF PLATE) LEGAL STATUS  NAME CODE  MAO  ILU

NAME	CITY	STATE	ZIP CODE
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VEHICLE COST / TAX INFORMATION \*(required for Title & Registration Transactions)

SALE PRICE <b>129,900.00</b>	TRADE IN ALLOWANCE <b>95,207.00</b>	TAXABLE AMOUNT <b>34,693.00</b>	SALESTAX PAID	*TAX EXEMPTION REASON / SALES TAX #
DEALER NAME	DEALER ADDRESS	DEALER #		

\*Required for Duplicate Title - T.C.A. 55-3-115 (submit illegible or altered Certificate of Title)

<input type="checkbox"/> LOST	<input type="checkbox"/> STOLEN	<input type="checkbox"/> MUTILATED	<input type="checkbox"/> RTN'D DUE TO NON DELIVERY	<input type="checkbox"/> ALTERED	<input type="checkbox"/> ILLEGIBLE
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Under penalties of perjury, I hereby certify all information provided is true and correct to the best of my knowledge, and acknowledge that it is not the responsibility of the Motor Vehicle Division or its assignees to determine the accuracy of the information provided by me or on my behalf.

SIGNATURE OF CERTIFIER/OWNER	POWER OF ATTORNEY/AUTHORIZED SIGNATURE(IF APPLICABLE)	DATE <b>01/15/2021</b>
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INVOICE NUMBER <b>STEWART</b>	COUNTY NAME <b>81</b>	CO NUMBER <b>01/15/2021</b>	DATE OF APPLICATION <b>JIMMY G. FITZHUGH</b>	BY AUTHORITY OF REGISTRAR OF MOTOR VEHICLES(COUNTY CLERK) <b>EMILEE</b>					
(total fees collected indicated certifies this form as a valid registration)									
REGISTRATION FEE	ELECTRIC VEHICLE FEE	CREDIT	LEASE FEE	TRANS FEE <b>1.00</b>	CLERK FEE <b>1.00</b>	ISSUANCE FEE <b>8.00</b>	LIEN FEE	TITLE FEE <b>5.50</b>	TOTAL TAX COLLECTED <b>2,508.51</b>
COMPUTATION OF <input type="checkbox"/> SALES TAX <input type="checkbox"/> USE TAX	SALES OR USE TAX <b>2,428.51</b>	SA TAX <b>44.00</b>	LOCAL TAX <b>36.00</b>	ADDITIONAL TAX	COLLECTED IN STATE OF	COUNTY WHEEL TAX	CITY WHEEL TAX	INS FEE	
*SERVICE OPT FEE	ORGAN DONOR	POSTAGE	VER	D / RESIDENCY VERIFICATION	VIN PLATE FEE <b>.00</b>	*TOTAL FEES COLLECTED <b>2,524.01</b>			



10-31-22

Ford MOTOR Customer Assistance

1-800-392-3673

Trisk - EXT. 84211

Dearborn Mi. - - 800-444-3311

Lynn -

ilene - Ford will pay RV dealer to repair.  
I need to find RV Dealer, then they  
will call and arrange to have repaired

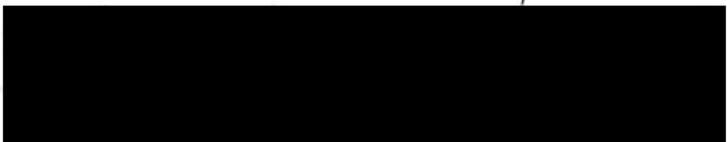
MACK -

Carl - With Ford MOTOR <sup>Service Rep.</sup> Customer is in Arizona  
Ford will NOT repair until a permanent fix is  
approved??

11-1-22 @ 1310 hrs

transferred then hang up?

Recall - MAY - transfer to Dearborn, mi.

Karen - Case # 

Ford tow vehicle and make repairs sometime  
in 1st quarter of 2023



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



DOVER, TN

October 2022

**\*\*\* IMPORTANT SAFETY RECALL \*\*\***

**Safety Recall Notice 22S62 / NHTSA Recall 22V-731**

2020 Motorhome Chassis

Your Vehicle Identification Number (VIN): 1F66F5DN7L0

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?**

On your vehicle, the rear stabilizer bar attachment bracket(s) may break and separate from the vehicle during usage.

**What is the risk?**

If the rear stabilizer bar attachment bracket(s) break or separate from the vehicle, the driver will not experience a sudden change in vehicle dynamics and the vehicle will remain stable. However, a separation of the attachment bracket while driving can create a potential road hazard for other road users, increasing the risk of a crash.

**What will Ford and your dealer do?**

Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor). Parts are anticipated to be available first quarter of 2023.

**What should you do?**

When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair. Ford has not issued instructions to stop driving your vehicle under this safety recall. When parts are available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle.

If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236

Ford Dealers called

Town & Country Ford, PARIS TN,

Union City, TN NO

Mayfield, KY NO

Jenkins & Wynne, Clarksville, TN NO

Beaman Ford, Nashville, TN NO

Miracle Ford, GALLATIN, TN NO

Two Rivers, Ford Mount Juliet, TN NO

Mid-Tenn Ford Truck Sales, Nashville, TN  
615-669-1886

11-2-22

Call back in 2-3 Weeks