

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

8/28/23

Regarding Safety Recall 22S62/NHTSA 22V-731

To Whom It May Concern:

I am writing regarding an inability to get a recalled part serviced. I am seeking guidance from Ford on next steps.


I received my first recall notice regarding my motorhome (VIN 1F66F5DN5L0 [REDACTED] in October 2022. The notice advised waiting until parts were available at which time I would hear again from Ford Motor Co. Indeed, I received a second notice from Ford in March 2023 advising me that parts were now available and I should contact my dealer "without delay" to request a service date. There has never been a recommendation to stop driving the motorhome in the meantime, only the description of a possible crash involving other drivers.

I immediately contacted my local dealer (Wilson Motors in Corvallis, Oregon) and was told initially they weren't sure they could handle a big rig like mine and would have to check. They would let me know. When I didn't hear back and a couple of weeks had passed, I called. They then said they had checked and could handle it. They were ordering the parts and would again, let me know when the parts were available. This was on 3/22/23. On 5/10/23, I had not heard from them again so I called and was told they were going back and forth with Ford trying to get authorized to do the repair. They weren't currently authorized and therefore, could not get the parts. Again, they would update me sometime after 5/15 when they were expecting to review it with their manager. Once again, I never heard anything and called back on 8/2/23 and was finally informed they could not do the repair. Ford would not authorize it. I was referred to Northside Ford in Portland, Oregon, as the authorized dealer for the repair.

I called Northside Ford a few days later and could not get through to the service department. I left a message detailing why I was calling and my phone number and asked for a return call. I never heard back. Five days later I called again and reached the service department. I was told they were no longer accepting RVs for the recall repairs and had not been doing so since April 2023. I was told there were no dealers in Washington or Oregon who could do the repair. No options were provided and when I asked if Northside thought they would re-open to doing the repairs in the future, he said he didn't think so.

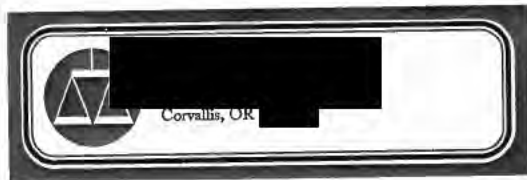
I do not know what to do now. What if I have an accident because of this issue? Will Ford be responsible? Please advise on how I can get the recalled part on my RV serviced.

I am copying Newmar Corp. because I think the company should not continue using Ford for their chassis if Ford cannot service them. I am also copying the National Highway Traffic Safety Administration so the agency is aware of this potentially dangerous problem.

Corvallis, OR 

CC: Newmar Corporation
Customer Service
355 Delaware St.
Nappanee, IN 46550

CC: National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, DC 20590



PORTLAND OR 972

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to NEF/01

National Highway Traffic Safety Administration
1200 New Jersey Ave S.E.
Washington, D.C. 20590

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