



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

INFORMATION REDACTED  
PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C.  
552(B)(6)



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November 21, 2024

Mr. [REDACTED]  
[REDACTED]  
Essex, MD [REDACTED]

NEF-109 jb  
Ref. No. 11609956

Dear Mr. [REDACTED]:

Thank you for the letter about your Class C motorhome, built on a model year (MY) 2022 Ford E-450 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. We are aware of NHTSA Safety Recall Campaign No. 24V097, that addresses a problem with the power steering pressure lines in certain MY 2021 and 2022 Ford E-450 vehicles. This recall supersedes Recall 22V08 for the same problem, which you completed on April 1, 2024. However, you indicate the only dealer willing to perform the recall is 60 miles away, which creates an undue inconvenience.

The National Traffic and Motor Vehicle Safety Act gives vehicle manufacturers the right to require that the recalls be performed at an authorized repair facility for various reasons (e.g., safe, and adequate facility, insurance, property damage liability, essential tools and equipment, technician training, productivity, etc.). We encourage you to contact Ford to see if they can assist you in locating a closer dealer who is willing to perform Recall 24V097.

We entered your information into our database. 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](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](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,



Randy Reid, Chief  
Consumer Engagement Division  
Office of Defects Investigation  
Enforcement