

September 6, 2024

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, D.C. 20590
Safety Recall 22V-731

Re: Safety recall 22V-731 for Vin # 1F66F5DN7L0 [REDACTED]

My name is [REDACTED], and I live in Silver Spring, Maryland. On March 10, 2021, I bought a new Entegra Class A motorhome on a 2020 Ford F53 chassis from a local RV dealer. Around March 2023 I received a safety recall notice from Ford saying the rear stabilizer bar attachment may break off. I have been fighting with Ford since then to get a local Ford dealer to make the repair. Ford customer service turned me over to Ford Pro. They have no authority to do anything. Their answer was for me to travel an extremely long distance to a dealership either in Delaware or Pennsylvania at my expense. This would mean I would have no way to get back home so I would need to take a cab to a hotel until the repair was completed. The last time I went through this, even with an appointment it took over a month to get it back from the shop. (That shop told me they no longer work on motorhomes). A hotel stay for that long would cost me thousands of dollars. I am retired and don't have that kind of money.

This is clearly a Ford problem. If they refuse to have one of their local dealers resolve this issue, then they need to step up and pay a local truck repair shop to make the required safety repairs or allow me to pay for the repairs and reimburse me. They have been unwilling to do this. If the state of Maryland has no Ford dealers willing to work on the Ford F53 truck recalls, there must be a lot of these trucks on the road that are not safe.

The recall notice says to write the Administrator, National Highway Traffic Administrator if I'm having difficulty getting the vehicle repaired. I'm hoping you have the authority to tell the Ford Motor Company to have one of their local dealers resolve this in a timely manner.

Thanks for your help.

[REDACTED]

Silver Spring, MD [REDACTED]

Cell Phone [REDACTED]

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Silver Spring, MD



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Safety Administration

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