



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



December 3, 2024

[REDACTED]
[REDACTED]
Silver Spring, MD [REDACTED]

NEF-109 jb
Ref. No. 11616824

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2020 Entegra Class A recreational vehicle (RV) utilizing a Ford F-53 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. 22V731. The recall addresses a problem with the rear stabilizer bar attachment brackets that may break and separate from certain MY 2020 and MY 2021 Ford F-53 chassis. You state that you have been unsuccessful in locating a dealership in your area to complete the recall remedy. Therefore, you request to have a local independent repair facility complete the recall and then Ford can reimburse you.

The National Traffic and Motor Vehicle Safety Act gives vehicle manufacturers the right to require that their 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 continue to work with Ford to explore the potential for an amicable resolution to your problem. We know that some owners in your area with RVs built on Ford chassis have had success with recalls and service at Chesapeake Ford Truck in Upper Marlboro, MD. You can contact their service facility at 240-455-1800.

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.

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 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