



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

400 Seventh Street, S.W.  
Washington, D.C. 20590

**JAN 31 2006**

NVS-216mrc  
Ref No. 10148657

[REDACTED]  
Houma, LA [REDACTED]

Dear [REDACTED]

Thank you for your correspondence (File No. 99-364) dated December 26, 2005, concerning your client's, Louis and Madelyn Petersen's, 2001 Western Alpine Coach motorhome. The National Highway Traffic Safety Administration (NHTSA), Office of Defects Investigation received your correspondence on January 10, 2006. Due to limited resources we were not able to respond to you in a timelier manner. We regret any inconvenience our delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

We are enclosing summaries of the safety recalls on the Western RV, Inc. Details for these vehicles manufactured by recalls can be obtained from NHTSA's Web site at [www.nhtsa.dot.gov/cars/problems](http://www.nhtsa.dot.gov/cars/problems).

In order for us to record specific information concerning the problems your clients has encountered with their vehicle certain information must be provided. Please have them fill out and return the enclosed pre-addressed, postage-paid Vehicle Owner's Questionnaire (VOQ).



DOT AUTO SAFETY HOTLINE  
888-DASH-2-DOT  
888-327-4296

The information they provide will be entered into our database and considered with other reports to identify any safety-related defect trends that may require our attention. Please indicate to them to mark the appropriate authorization box and sign the form. Their information may assist Western Alpine Coach and NHTSA in determining if a safety-related defect exists.

You can contact our toll-free Vehicle Safety Hotline (Hotline) at 1-888-327-4236. One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A Hotline representative will return your call.

We have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/voq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

If further assistance is needed, please contact me, at (202) 366-5211.

Sincerely,



Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosures