



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

JUN 9 - 2006

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

[REDACTED]

New Port Richey, FL [REDACTED]

NVS-216 mrc
Ref No. 10157331

Dear [REDACTED]:

Thank you for your correspondence dated April 18, 2006, concerning your Samsung Microwave in your model year 2002 Winnebago Motorhome. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on May 4, 2006. We regret any inconvenience our delay in responding 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 determine whether an investigation into a possible safety defect or recall inadequacy is warranted.

The information you provided has been entered into our database and will be reviewed. It will be considered with other reports to identify any inadequacies of the recall campaign (NHTSA Campaign No. 03V-405000, summary enclosed) that may require our attention.

The National Traffic and Motor Vehicle Safety Act requires a manufacturer to remedy the noncompliance or safety-related defect without charge; however, it does not require manufacturers to reimburse vehicle owners for other costs associated with the safety defect, the noncompliance, or the recall. In general, the manufacturer must pay to temporarily remove original equipment parts or their standard replacements in order to make the repair and then



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888-327-4236

reinstall them. On the other hand, generally, the manufacturer is not obligated to pay for the temporary disconnection and reconnection of aftermarket products that are not standard replacements. However, Mr. Richard Willard, Consumer Safety Officer tried to reach you by telephone to gather more information regarding your problem, and was unsuccessful with the telephone number you provided on your Internet Vehicle Owner's Questionnaire. Please contact Mr. Willard as soon as possible. He can be reached at: 1-800-986-9678 Extension 66544.

Sincerely,



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

Enclosure