



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

2007 OCT 19 AM 7:14

1200 New Jersey Avenue SE
Washington, DC 20590

[REDACTED]
Schaghticoke, NY [REDACTED]

NVS-216 et
Ref. No. 10205006

Dear Ms. [REDACTED]:

Thank you for your correspondence dated August 30, 2007, concerning the problem you encountered with your model year (MY) 2003 American Star motorhome. The New York Office of the Attorney General referred your correspondence to the National Highway Traffic Safety Administration (NHTSA). NHTSA's Office of Defects Investigation received your correspondence on October 3, 2007.

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. However, 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. A review of our database relative to problems associated with General Tires equipped on MY 2003 American Star motorhomes revealed no reports of problems similar to that which you encountered; therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

With regard to your request for reimbursement, please be advised that reimbursement under Federal law is always only entitled to pre-notification remedies. According to your letter, you replaced your tires in 2007; owner notification for (NHTSA Campaign 87T-001, regarding General Tires) happened 20 years prior. At this point, your vehicle is not entitled to a cost free remedy. Tire remedies expire 60 days after notice, in this case early 1987. We recommend that you continue to work with Newmar for resolution.

★★★★★
NHTSA
www.nhtsa.gov

Additionally, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoc>. 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>.

Sincerely,



Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement