



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

2007 NOV -6 AM 10:12

1200 New Jersey Avenue SE
Washington, DC 20090

NVS-216 nlm
Ref. # 10207221

[REDACTED]
Traverse City, MI [REDACTED]

Dear Mr. [REDACTED]:

Thank you for your correspondence concerning the Dometic refrigerator in your model year (MY) 1999 Newmar Mountain Aire motorhome. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on October 24, 2007.

We appreciate the report you provided. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted. NHTSA's authorizing statute requires a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a pre-notification remedy to address the defect/noncompliance or a manifestation of the defect/noncompliance within a reasonable time, which in many instances is one year prior to the manufacturer's determination that a defect or noncompliance exists. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. Owners who also feel that their claim was wrongfully denied should pursue the matter with the manufacturer. While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate.

Federal regulations do not require manufacturers to reimburse owners for additional costs associated with a safety recall (e.g., lost wages, car rentals, towing, damage caused by the defect, etc.). Nor do they authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect.

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NHTSA
www.nhtsa.gov

We sympathize with you concerning the reimbursement problem you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Michigan Office of the Attorney General regarding your problem and your rights under the law. You may also ask your dealership for a meeting with the district manager regarding your problem.

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>.

Sincerely,

A handwritten signature in black ink that reads "Ronald B. Fields". The signature is written in a cursive style with a large initial "R".

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