



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

1200 New Jersey Avenue SE
Washington, DC 20590

April 7, 2008

[REDACTED]
Hinton, WV [REDACTED]

NVS-216 mec
Ref. # 10220648

Dear [REDACTED]:

Thank you for your correspondence dated February 29, 2008, concerning your model year (MY) 2003 Montana 5th wheel 2955 RL. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on March 10, 2008.

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.

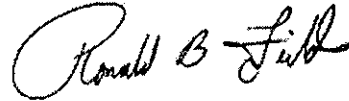
We appreciate the report you provided. Reports from motorists are a very important source of information for us. We sympathize with you concerning your request for reimbursement; however, this type of request does not fall under our jurisdiction. Our statute does not require manufacturers to reimburse owners for costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, damage caused by the defect, etc.). Nor does the statute 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. We recommend that you continue to work with Dometic and Keystone RV Company for resolution. We regret that we cannot assist you further in this matter.

Concerning the problems with you encountered with your insurance company, and your request for assistance, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the West Virginia Office of the Attorney General regarding your requests. Also, 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/ivoq>. 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,

A handwritten signature in black ink, reading "Ronald B. Fields". The signature is written in a cursive style with a large, looping "R" and a stylized "F".

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