



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

1200 New Jersey Avenue SE  
Washington, DC 20590

May 16, 2008

[REDACTED]

Southlake, TX [REDACTED]

NVS-216 et  
Ref. No. 10228412

Dear [REDACTED]:

Thank you for your correspondence dated May 1, 2008, concerning your model year (MY) 2007 GulfStream BT Cruiser. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on May 13, 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. 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. A review of our database relative to problems associated with tire and frame contact in MY 2007 GulfStream BT Cruiser recreational vehicles 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.

Additionally, if you have not done so, you may consider contacting the Federal Trade Commission (FTC). The FTC has jurisdiction over 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 that reads "Ronald B. Fields". The signature is written in a cursive style with a large, looped initial "R".

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