



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

June 4, 2009

[REDACTED]
Columbiana, AL [REDACTED]

NVS-216 nlm
Ref. # 10269228

Dear [REDACTED]

Thank you for your correspondence dated May 5, 2009, concerning your model year (MY) 2007 Forest River Flagstaff tent camper. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on May 13, 2009.

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 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. While frustrating to you [REDACTED] the failure of the manufacturer to install a battery box and the subsequent inability to use the power lift system does not relate to motor vehicle safety within the meaning of our authorizing statute. If you have not done so, you may consider contacting the Federal Trade Commission (FTC). The 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>.

In addition, we have reviewed our database in an effort to identify whether a safety defect trend exists with regard to the design of the manual lift system in MY 2007 Forest River



Flagstaff tent campers. At this time, there is insufficient evidence to warrant opening a safety defect investigation. A brochure explaining the investigation process is enclosed for your information. We recommend that you contact the dealer or manufacturer regarding the operation of the manual lift system. 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.

Lastly, your correspondence mentioned that you received a recall notification letter in November of 2007 for the cable shaft of the power lift system (NHTSA Campaign No. 07V-514), but you didn't indicate if the repairs have been made. If the safety-related corrective action for the recall has not been performed, NHTSA strongly recommends that you have this recall completed on your camper as soon as possible by making an appointment with an authorized Forest River dealer. When contacting the dealer please have your make, model, model year, and vehicle identification number available for their information.

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,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure