



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

May 10, 2011

[REDACTED]

Erie, PA [REDACTED]

NVS-216 mec
Ref. No. 10396411

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2011 Coleman Camper produced by Dutchmen Manufacturing, Inc. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

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 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. Reports from motorists are a very important source of information for us. In your correspondence, you state that you took your Coleman Camper to a service center for warranty work and to diagnose a battery drain problem. The service center charged you for the repairs and advised that they were not covered by the warranty. In addition, they told you the battery drain problem could not be remedied by NHTSA Safety Recall Campaign No. 10V-589. The recall identifies defective circuit breakers; however, the build date of your Coleman Camper does not fall within the range of recalled vehicles. You are requesting reimbursement for repairs that you believe should be covered under warranty.

We sympathize with you concerning the cost of the repairs you feel should be covered under the warranty. Vehicle manufacturers are not required to provide free repairs unless there is a safety recall or the vehicle's warranty covers the repairs. This agency's jurisdiction does not extend to warranty issues and since there is no recall for the problem with your vehicle, this agency cannot assist you with your cost or reimbursement concerns. We recommend you contact the Dutchmen Manufacturing, Inc. to resolve your problem at 1-574-537-0700.

If you have not done so, you may consider contacting the Federal Trade Commission. The FTC has jurisdiction over fraud, deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to 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 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 cursive script that reads "Randy Reid".

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