



U.S. Department
of Transportation

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

**National Highway
Traffic Safety
Administration**

April 19, 2012

[REDACTED]

New Concord, OH [REDACTED]

Dear [REDACTED]

NVS-216 rrr
Ref. no. 10440813

Thank you for your correspondence concerning your model year (MY) 2003 Newmar Mountain Aire recreational vehicle (RV) built on Workhorse Custom Chassis. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

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. 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 trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that your MY 2003 Newmar Mountain Aire RV is starting to develop brake problems again after having NHTSA Safety Recall Campaign No. 09V-110 completed. In addition, you allege that the defective catalytic converters that were recalled have caused additional damage to your RV's engine and exhaust system. You are disappointed with the various problems you have had with your RV and the quality of service you received from your service center and Workhorse Custom Chassis.

We are aware of the delay owners experienced receiving the safety-related corrective action for the Workhorse Custom Chassis brake recall, NHTSA Safety Recall Campaign No. 09V-110. In addition, the catalytic converter defect was an emissions recall (No. 60401-C) from October 2004, and falls under the jurisdiction of the Environmental Protection Agency (EPA).

While we cannot guarantee the success of the remedies as installed in your RV by your service center, we do not have any reason to believe that the corrective action submitted by the manufacturer will not work. Motor vehicle emission problems should be directed to the EPA. You may contact the EPA by writing to:

Environmental Protection Agency
Ariel Rios Building
1200 Pennsylvania Avenue, N.W.
Mail Code 3213A
Washington, DC 20460

Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contain a defect relating to motor vehicle safety or fail to comply with a Federal motor vehicle safety standard to remedy the defect or noncompliance without charge. However, our statute does not require manufacturers to reimburse owners for additional costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, repairs not performed by an authorized dealership, damage caused by the defect, etc.). We recommend that you continue to work with Workhorse and your service center to resolve any remaining issues.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov. or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,



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