



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

July 18, 2012

[REDACTED]

Cape May Court House, NJ [REDACTED]

NVS-216 nam
Ref. No. 10463762

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2010 Roadtrek SS-Agile motorhome. Your letter 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. 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 in April 2012 you purchased a MY 2010 Roadtrek SS-Agile motorhome. Included with your purchase documents was a notice of a recall from November 2011. However, the dealer did not make you aware of the recall at the time of purchase. You contacted Roadtrek and was told that they never received a response from the previous owner. In June 2012, you made an appointment with an authorized service center to have the recall completed. Their inspection found that the brake lines adjacent to the battery needed replaced along with the battery and battery tray which is the safety defect identified in NHTSA Safety Recall Campaign No. 09V-437. You want to know if the dealer was required to tell you about the recall and is the last owner responsible for completing the recall.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to notify registered owners. Dealers are not responsible for owner recall notifications. If your dealer obtained the vehicle on consignment there is a possibility that he was not the registered owner. Although the dealer had possession of the recall notification, technically he would not be responsible for completing the recall unless the vehicle's registration was transferred to his dealership by the State department of motor vehicles. However, dealers

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can enhance customer satisfaction by informing owners of recalls when they have access to recall information. Ultimately, it is the owner's responsibility to make an appointment with an authorized dealer when they receive a manufacturer's recall notification to have the recall remedy completed.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.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 from our web site.

Sincerely yours,



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