



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

COPY

1200 New Jersey Avenue, SE
Washington, DC 20590

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

March 5, 2013

The Honorable Bob Corker
United States Senator
3322 West End Avenue, Suite 610
Nashville, TN 37203

NVS-216 nlm
Ref. No. 10483498

Dear Senator Corker:

Thank you for your correspondence on behalf of your constituent, [REDACTED] who wrote concerning his model year (MY) 2009 Forest River Sandpiper Camper.

The National Highway Traffic Safety Administration (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.

We searched our database and located [REDACTED] prior complaints dated July 27, 2012, and November 6, 2012. The information he reported was entered into the NHTSA complaint database. Under our regular procedures, NHTSA staff may follow up and contact the vehicle owner if we require additional information. We apologize for any confusion this may have caused [REDACTED]

[REDACTED] indicates having problems with the tires, lights, and electrical wiring in his MY 2009 Forest River Sandpiper camper. He has contacted Forest River, Inc. on several occasions regarding his concerns; however, they refused to provide any repairs under warranty. [REDACTED] seeks assistance from the dealer or manufacturer to address these issues and is considering returning the vehicle under his State's Lemon Laws.

We have reviewed our database in an effort to identify whether a safety defect trend exists in MY 2009 Forest River Sandpiper campers with regard to tires, lighting, and electrical systems. At this time, there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation. However, the information [REDACTED] 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.

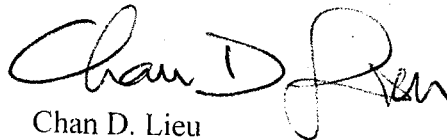
The Honorable Bob Corker

Although we appreciate receiving the information from [REDACTED], we cannot assist him the repairs to his camper or on his decision to let his camper go back to the dealer or manufacturer. It appears that [REDACTED] has hired an attorney to seek a remedy under Tennessee State law. He may find some help through the Federal Trade Commission (FTC) which has jurisdiction over warranty and remuneration matters. There are three ways [REDACTED] 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 www.ftccomplaintassistant.gov.

[REDACTED] may also consider contacting his local Better Business Bureau (BBB). The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. He can visit their web site at www.bbb.org to file a complaint and review eligibility information.

I hope this information is helpful. If you have any questions, please contact me or Ms. Nancy L. Lewis, Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Chan D. Lieu". The signature is fluid and cursive, with a large, stylized "L" at the end.

Chan D. Lieu
Director, Governmental Affairs,
Policy and Strategic Planning

cc: Washington Office