



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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)

May 23, 2013

NVS-216 rrr
Ref. No. 10511005

Capac, MI

Dear

Thank you for your correspondence concerning your model year (MY) 2002 Four Winds Hurricane recreational vehicle (RV). 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 items of 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 the Samsung Microwave (Model No. MR5493G) began to operate on its own and caught fire in your MY 2002 Four Winds Hurricane RV. The incident caused extensive smoke damage to your RV and the microwave was a total loss. You contacted Samsung regarding NHTSA Safety Recall Campaign No. 03E-044 and they agreed to replace the microwave. In addition, Samsung agreed to pay for the damage caused by the smoke. You indicate that Samsung originally allowed 2 weeks for you to send the required documents. However, now you have been informed that you have 3 days to send the documents, which does not allow enough time to complete the smoke damage estimate. You feel Samsung is trying to avoid paying for the damage; furthermore, you want to know Samsung's responsibility regarding this recall.

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. In addition, manufacturers are required to reimburse owners and purchasers for costs incurred for remedies in advance of the manufacturer's notification to safety-related defects and noncompliance with Federal motor vehicle safety standards, subject to certain conditions.

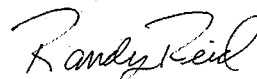
This reimbursement requirement, however, does not apply to corollary costs or losses an owner or purchaser may have incurred, or those beyond those that were associated with correction or remedy of the safety defect or noncompliance. For example, lost wages while the vehicle is being repaired, car rentals, towing, and damage caused by the defect, are all items that do not require reimbursement.

Owners and purchasers may have additional avenues available to them to pursue reimbursement for these costs and losses that are outside of our laws, regulations, and jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Michigan Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a manufacturer's representative regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over remuneration matters. 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 www.ftccomplaintassistant.gov.

You may also consider contacting the 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. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB at 1-800-955-5100.

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 at our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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