



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

April 23, 2014

NVS-216 am
Ref. No. 10563043

[REDACTED]
Lake Preston, SD [REDACTED]

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2012 KZ-Sportsman S280RL Camper. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation has received your correspondence. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor 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 you purchased a (MY) 2012 KZ-Sportsman S280RL Camper from a local dealer in March 2012. The dealer told you that a pre-delivery inspection was conducted and reported that the camper was in good condition. However, you had to return the camper for repairs four times to one dealer and three times to another dealer to correct problems with severed brake cables, an incorrect axle, detached wheel wells and other issues. You have contacted the manufacturer and disagree with the dealer's claim that the damage is caused by normal use. You feel that you should be reimbursed for the cost of the camper or entitled to a replacement, plus compensatory damages.

We have reviewed our database in an effort to identify whether a safety defect trend exists with the brake cables, axles, and wheel wells in MY 2012 KZ-Sportsman S280RL Campers. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you 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 NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. We recommend that you continue to work with the manufacturer or local dealer to resolve your problem.

Your request for a reimbursement, replacement, and compensatory damages does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the South Dakota Office of the Attorney General regarding your problem and rights under the State laws. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or 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 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 black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

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