



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)**

November 20, 2014

[REDACTED]
Baraboo, WI [REDACTED]

NVS-216 nam
Ref. No. 10639964

Dear [REDACTED]

Thank you for your correspondence concerning your model year 2014 Coachmen Prism 24G motorhome. The Wisconsin Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation and asked that we respond directly to you. 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 safety-related defect trend may exist.

The information you provided will be reviewed and has been entered into our database. While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate. Our database revealed one incomplete recall for your vehicle NHTSA Safety Recall Campaign No. 14V-499 (enclosed). NHTSA strongly recommends that the remedy be performed as soon as possible by contacting Coachmen Customer Service at 1-800-453-6064 ext. 8602 to schedule a service appointment. NHTSA's investigation and recall process is located at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

On August 20, 2014, we added a new feature to our web site that will allow consumers to search for open recalls by using the vehicle's identification number (VIN). The free VIN look-up tool (<https://vinrcl.safercar.gov/vin/>), searches for open recalls via a direct connection to the manufacturer's database. The VIN can be found on the door label, insurance card, or lower left corner of your windshield. If you have any open recalls, you will know immediately.

[REDACTED]

If your letter concerns a service/repair problem, warranty or request for reimbursement, this type of complaint does not fall under our jurisdiction. 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/#crnt&panel1-1.

You may consider contacting the Better Business Bureau (BBB) Auto Line. 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 Auto Line at 1-800-955-5100.

Sincerely yours,



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

Enclosure