



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

June 1, 2015

The Honorable Andre Carson
Member, U.S. House of Representatives
300 E. Fall Creek Parkway North Drive #300
Indianapolis, IN 46205

NVS-216 nam
Ref. No. 10681132

Dear Congressman Carson:

Thank you for your correspondence on behalf of your constituent, [REDACTED] concerning his model year (MY) 2012 Crossroads Slingshot 27 recreation vehicle (RV). Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI).

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 may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Our records show that we received a previous complaint from [REDACTED] on February 4, 2015 (Ref. No. 10681132, enclosed). He states that the service lines connected to the front liquid propane gas (LPG) tanks of his MY 2012 Crossroads Slingshot 27 RV are too long and contact the road. This problem, along with not having a good way to secure the lines, allows them to drag on the road, resulting in holes in the lines. [REDACTED] states that upon returning home from a trip in November 2014, he smelled propane gas leaking from a hole in a worn line. He contacted Crossroads and his RV dealer for assistance, but they declined to repair the vehicle under warranty because it had expired. [REDACTED] believes that the exposed propane lines are a safety hazard and that Crossroads should be responsible for the repair.

An ODI staff member reviewed [REDACTED] complaint and contacted him on February 9, 2015, to obtain more information and left a message on his voice mail. However, [REDACTED] states that he was not able to understand our message or the phone number we left for him to call back on. We also unsuccessfully attempted to contact [REDACTED] via email. Although we were not able to contact [REDACTED] we reviewed our database in an effort to identify whether a safety defect trend



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exists with regard to LPG lines contacting the ground in MY 2012 Crossroads Slingshot RV's. At this time, there is insufficient evidence to warrant opening a safety defect investigation or to initiate a recall. 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. For [REDACTED] information, we enclosed a brochure explaining NHTSA's investigation and recall process that can also be found on our web site at www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm.

[REDACTED] may consider contacting his local Consumer Protection Agency or the Indiana Office of the Attorney General regarding his problem and rights under the State laws. He may also ask his dealership for a meeting with a Crossroads representative regarding his problem. 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 (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 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. [REDACTED] can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB at (800) 955-5100.

I hope this information is helpful. If you have any questions, please contact me or Mr. Frank S. Borris, Acting Associate Administrator for Enforcement, at (202) 493-2631.

Sincerely yours,



Alison Pascale
Director, Governmental Affairs,
Policy and Strategic Planning

Enclosures

cc: Washington Office