



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



September 10, 2021

[REDACTED]
Willoughby, O [REDACTED]

NEF-109 tgd
Ref. No. 11428979

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2019 GMC Savana. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We understand your concerns about the warped doors on the Rockport Truck box installed on your MY 2019 GMC Savana. However, we do not believe your problem is a safety-related defect as defined by our authorizing statute—The National Traffic and Motor Vehicle Safety Act. As such, your vehicle problem does not pose an unreasonable safety risk to you or other motorists.

We entered your information into our database. You can learn more about safety-related defects and see an explanation of NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. We encourage you to continue to work with Rockport Trucks/Forest River and an authorized service center to explore the potential for an amicable resolution to your problem.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

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