



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

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4238)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

01-JUL-2005

Repository ☐

Reference No.  
10127293

OWNER INFORMATION (Type or Print)

Name   
Address   
City COVINGTON State LA Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO  
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.  
Signature of Owner  Date 7/16/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
4YDT335264  Make KEYSTONE Model MONTANA Model Year 2004

Date Purchased  
27-JUL-03

Dealer's Name and Telephone Number  
COUNTRY CAMPERS

Engine:  
No. Cylinders

Fuel Type:

Original Owner  
☒

Dealer's City  
LAROSE CUTOFF

State  
LA Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

022510 SUSPENSION: REAR: AXLE: SPINDLE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)  
28-JUN-2005 Failure Mileage  
8000-10000 Failure Speed  
45-50

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make MAXXIS Tire Model (Name or Number)  Tire Size (Example P215/85R15)   
DOT No. (Example: DOTM19ABC036) ☒ Original Equipment ☐ Prior Repair Failure Location:   
Tire Component Code  Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:  Date Manufactured:  Model No./Name:   
Seat Type:  Installation System:   
Child Seat Component Code:  Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident, failure(s), crash(es), and injury(ies).)

Crash ☒ Yes ☐ No Fire ☐ Yes ☒ No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure:  
i.e. parts repaired or replaced (and if old part is available).

DT: CONSUMER HAS A KEYSTONE MONTANA MOUNTAINEER TRAVEL TRAILER. THE TRAILER HAD THROWN THE LEFT REAR TIRE IN FEBRUARY 2, 2005. THERE WAS A BENT AXLE ON THE RIGHT REAR TIRE. DEALER DID NOT KNOW WHY IT WAS BENT, BUT THOUGHT IT WAS LIKE THAT ALL ALONG. THE TRAILER SWERVED BACK AND FORTH BECAUSE OF THE BENT AXLE. ON JUNE 29, 2005 THE TRAILER HIT A GUARD RAIL. THIS OCCURRED ON HIGHWAY 450N NEAR FRANKLINTON, LA. WHEN HE CONTACTED KEYSTONE, THEY TOLD HIM THEY KNEW WHY THE TIRE CAME OFF, BUT WOULD NOT TELL HIM ANYMORE INFORMATION. HE SPOKE WITH KIM DOOLEY AT KEYSTONE CUSTOMER SERVICE, AND SHE TOLD HIM "IF YOU WANT TO SUE US YOU COULD GO AHEAD AND SUE US. TALKED TO THE LEGAL DEPARTMENT AND CONSUMER COULD NOT PROVE THAT THE BENT AXLE CAUSED THE TRAILER TO SWERVE. THERE WAS NO POLICE REPORT BECAUSE NO ONE WAS INJURED, AND THERE WERE NO OTHER PEOPLE INVOLVED. THERE WAS NO WHERE TO PULL OVER ON THAT ROAD. KEYSTONE REFUSED TO HELP, BUT TOLD HIM TO CONTACT HIS INSURANCE COMPANY. THERE WAS DAMAGE TO THE TRAILER." AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.







