

[REDACTED]
Ocean Springs, MS

August 12, 2005 AUG 23 AM 4:09

Add to 10132224

National Highway Traffic Safety Administration (NHTSA)

10132224

RE: Complaint against Keystone RV Company, (ODI #10132224)

Subject: Defective 2001 Keystone Cougar 276EFS VIN4YDF27628 [REDACTED]

To Whom it May Concern:

Our safety was compromised while traveling on the highway towing our defective 5th wheel RV and doesn't appear to be of any concern to Keystone RV Company, otherwise they would have made sure that all owners of the affected trailers were contacted and made aware of the problem that they need to have their trailer I beam frames serviced by installing a retrofit according to Keystone Service Advisory #00-9. We could have been in a serious accident and it could have been fatal, if, I had not caught the problem before anything happened. In manufacturing RV's mistakes are made and the good company's will rectify the problem to the satisfaction of the consumer.

On Sep 1, 2004 we were traveling north on US 61 near La Grange, MO and I stopped for fuel and noticed that the trailer appeared to be lower to the ground than normal. So I got under it and discovered both steel I beams were twisted and bent inwards. Lucky for us that we happened to be near a Keystone RV dealer (Beilstein Camper Sales) and had their Service department look at it. Also the shackles attaching the leaf springs to the main frame were cracked and broken and separating from the frame and would cause the axles and wheels to come off. They said they could not fix it so they took photo's and faxed them to Keystone RV Company and Keystone RV said that it could not be fixed. Also Keystone RV Company told Beilstein Camper Service Dept. that a Service Advisory #00-9 had been put out to the dealers to have the retrofit installed on the affected trailers. This advisory was issued November 2000 just 75 days after I purchased my trailer and I was never notified by the dealer or Keystone RV Company, because if I had, then I most certainly would have had the work done and I would still have my trailer and we'd be happy campers. We used the trailer only 3 or 4 times each year and mostly in our local area, so it was like new. The dealer, Stanbro RV quit selling Keystone trailers shortly after we bought it and completely quit the new trailer sales in Dec 2001.

I was advised by Beilstein Service Dept. not to take it out on the road any further because the axles could come off and this would be very dangerous. I then called Allstate Insurance (Claim#1954900244) and they totaled the trailer and paid me \$14,756.25 the cost of a used trailer. Now why would I want to buy a used trailer and get someone else's troubles and dirt? this trailer should have lasted me through the rest of our retirement years. Consequently we had to buy a new trailer using my credit card and I am still making payments

Heathen
9/24/05

I called Keystone RV Company Customer Relations on Sep 21, 2004 I spoke to Rollie. On Sep 22, 2004 I spoke to Steve and he said he would call me back. He did not call me back so I called him on Sep 23 and again on Sep 24. The following week I called again and spoke to Steve and he said he would call me back, this time he did call me back and said there was nothing they could do for me, so I told him I was going to contact the Mississippi State Attorney General. I sent the dealer (Stambro RV) and Keystone RV Company certified mail. Keystone RV Company never answered my complaint. The Consumer Advocacy Division on July 27, 2005 said they could no longer help me but offered me the phone number for NHTSA if I should want to pursue this matter any further.

We purchased the trailer Aug 25, 2000 the Service Advisory #00-9 was issued Nov 8, 2000 and our incident happened Sep 1, 2004. We were never notified about the Service Advisory, what is going on with Keystone?

Our safety was compromised for four years and Keystone RV Company won't give us any compensation or even an apology.

[REDACTED]
[REDACTED]
Phone [REDACTED]

Enclosed are copies of all correspondence and photo's with the MS State Consumer Advocacy Division.

[REDACTED]
Ocean Springs, MS [REDACTED]
October 6, 2004

Norman Stanbro II
I-10 RV Center (Formerly Stanbro R.V. Center)
17096 Canal I-10 Service Road
Gulfport, MS 39503

Dear Norman Stanbro

Re: Stock No. 28217P

On August 22, 2000, I bought a 2001 Keystone Cougar 276EFS VIN# 4YDF276 [REDACTED]
fifth wheel RV from your dealership.

Unfortunately, your product did not perform well because on September 1, 2004 the steel I-Beam Main Frame buckled and cracked in the area of the axles. This happened on both sides and it cannot be repaired according to Keystone RV Company, Goshen, IN. Also the Shackles holding the leaf springs onto the Main Frame were cracked and ready to separate. If this had happened while towing the trailer down the highway the axle and wheels of the trailer would have separated causing a serious accident. Keystone RV (Customer Relations) told me they notified all their dealers in November, 2000 of a Keystone Advisory 00-009 requiring a Retrofit to the Steel I-Beam Frame. Why was I not notified of this?

Unfortunately This happened 800 miles from home in La Grange, MO. I had to leave it and Allstate Insurance company had it towed away to a junk yard in Granite City, IL. and it ruined our vacation.

This trailer should have lasted more than 4 years, and I only used it about 3 times a year. I paid \$23,213.65 for this trailer and the Insurance Co. paid me \$14,756.25. So I feel that Keystone RV Company owes me \$8,457.40 or a new RV 5th wheel trailer since this was a manufacturer's defect.

I look forward to your reply and a resolution to my problem, and will wait until October 20, 2004 before seeking help from a consumer protection agency. Please contact me at the above address or by phone. (228) 872-3104.

Sincerely,
[REDACTED]

Enclosed is a copy of my Retail Buyer's Order

I-10 RV CENTER, INC.
17096 CANAL I-10 SVC RD
GULFPORT, MS 39503

October 09, 2004

[REDACTED]
OCEAN SPRINGS, MS [REDACTED]

Dear Sir or Madam:

[REDACTED]
OCEAN SPRING, MS [REDACTED]

DEAR [REDACTED]

RE: LETTER DATED 10/6/2004

STANBRO RV CENTER, INC. WAS CLOSED ON 12/31/2001. I-10 RV ONLY SELLS
PRE-OWNED RV'S. WHEN STANBRO CLOSED THEY WERE NO LONGER A NEW
DEALER. I HAVE NO KNOWLEDGE OF YOUR TRANSACTION.

IT SEEMS TO ME YOU SHOULD CONTACT KEYSTONE RV. SORRY I COULD BE OF
LITTLE HELP

[Signature]
[REDACTED]
NONE.

Please contact me if you have any questions or need additional information.

Sincerely,

I-10 RV CENTER, INC.

STATE OF MISSISSIPPI



JIM HOOD
ATTORNEY GENERAL

CONSUMER PROTECTION
DIVISION

October 22, 2004

Owner/Manager
I-10 RV Center
17096 I-10 Canal Service Road
Gulfport, MS 39503

RE: Complaint by [REDACTED] (#05-10879)

Dear Sir:

The Mississippi Attorney General's Office of Consumer Protection has received the enclosed complaint regarding your business. Since there are always two sides to every consumer issue, we are requesting that you review this complaint and respond in writing to its alleged facts within the next ten (10) days. If you feel it would be helpful, you may attach copies of any documents contesting the allegations of the complaint.

Naturally, in sending you this complaint, this office has made no assumptions relative to the truth or falsity of statements made therein. We are merely attempting to accurately gather the facts necessary for an amicable resolution to this complaint. Your prompt cooperation and assistance in resolving this matter are appreciated.

Sincerely,


CLIFTON H. HARPER
Consumer Protection Division

c:

[REDACTED]
Keystone RV Company
Enclosures

03-10379CN-2.WFH

TELEPHONE: [REDACTED]

[REDACTED] - JACKSON, MISSISSIPPI [REDACTED]

OFFICE OF CONSUMER PROTECTION

Jim Hood, Attorney General

State of Mississippi

Post Office Box 22947

Jackson, Mississippi 39225-2947

Telephone (601) 359-4230, (800) 281-4418; Fax (601) 359-4231

OFFICE USE ONLY

Assigned to

Date assigned

Matter No. _____

Date Closed

Matter Type: Advocacy Fraud

Complaint Type: Call ☒ Write ☐ Walk-in ☐ Reopened ☐

COMPLAINT FORM

ACTION DESIRED: Please check one. ☐ Repair item ☐ Replace item ☐ Refund (amount _____)

CONSUMER INFORMATION:

Name _____

Age 67 Sex M Race Cauc
(Optional, for statistical purposes, only)

Address

City OCEAN SPRINGS State MS Zip 39564

Home Phone

Work Phone () N/A

Fax Number

E-mail Address " N/A

COMPANY INFORMATION:

(complete information applying to your complaint)

Name I-10 RV CENTER (FORMERLY STANBRO RV CR) Business Phone:

Owner/Manager NORMAN STANBRO II

Address 17096 I-10 CANAL SERVICE ROAD City GULFPORT State MS Zip 39503

Name of person with whom you dealt NORMAN STANBRO II

Product or service 5^M WHEEL TRAILER Manufacturer KEYSTONE RV COMPANY

Model (year/type/number) 200V/COLGAR/276EFS Serial Number VIN #4YDF27628

Date of purchase or service 8/22/00 Place of purchase or service GULFPORT MS

Amount paid _____ Amount financed *n/a*

Date of your last contact with business 10/6/04 CERTIFIED MAIL TO I-10 RV CENTER

With whom did you speak?	His/Her title?
--------------------------	----------------

What was the response? HE DID NOT REMEMBER ANY KEYSTONE ADVISORY 00-009
REQUIRING A RETROFIT TO THE STEEL I-BEAM FRAME.

INCLUDE COPIES OF ALL CORRESPONDENCE WITH THIS COMPLAINT FORM

Have you retained a private attorney regarding this matter? Yes No ☒

What other agencies have you contacted about this complaint? KEYSTONE RV COMPANY; GOSHEN, IN
PHONE: [REDACTED] (CUSTOMER REATIONS) STEVE and ROLLIE

Do you know of others with similar complaints against this company? NO

Name

Address

Phone

SUMMARY OF COMPLAINT

(Briefly describe your complaint. Include specific dates. Please remember a copy of this form will be given to the business. Attach additional sheets if necessary.)

SEE ATTACHMENT #1

Attach **COPIES** of any relevant documents such as letters, bills of sale, contracts, warranties, advertisements, work orders, bills, etc. **DO NOT SEND ORIGINALS TO THIS OFFICE.**

Check Action Desired: ☐ Repair Item ☐ Replace Item ☐ Refund (amount \$ [REDACTED])

AFFIDAVIT

By signing this complaint, I consent for my name to be used by the Attorney General's Office in any subsequent legal action that is deemed necessary.

I hereby swear or affirm that the above statements are true and correct to the best of my knowledge.

[REDACTED]

Oct 16, 2004
Date

I purchased my 2001 trailer from Stanbro R.V. Center on Aug 22, 2000. A Keystone Advisory 00-009 was put out in Nov 2000 by Keystone RV Company that the frame was defective and a retrofit had to be installed to the frame. I was never notified by the Dealer or Keystone RV Company.

Unfortunately the frame collapsed and cracked on both sides near where the spring shackles attach to the I-Beam. The Spring Shackles had so much pressure that they were near separation from the trailer. Fortunately I was near a Keystone Dealer when I discovered this problem. The dealer was Beilstein Camper Sales; 28248 327th Ave; La Grange, MO 63448. and they contacted Keystone RV Company and Faxed photographs to them. Keystone RV told them that the trailer was out of warranty and it could not be repaired. So I had to contact Allstate Insurance Co and they totaled it out and sent me a check for [REDACTED] the cost of a used 2001 Keystone trailer.

I was lucky that it did not come apart on the highway, if it did the trailer would have gone out of control and it would resulted in a serious accident which might have been fatal. How many other trailers out there have this problem? They need to be serviced or taken off the road.

I also contacted Keystone RV Company after I returned to Mississippi as to why I was not notified of this problem and the advisory. They should have followed up to make sure that everyone with the bad Frames were notified. They said they could not help me.

My contacts at Keystone RV was Customer Relations Rollie and Steve. They only identified them selves by their first names. Phone No: [REDACTED] ask for Customer Relations.

My point is why was I not notified of this defect? Had I been notified of this recall I surely would have had the Frame serviced by a reputable service center. This trailer should have given me years of service. And I would like refund from Keystone RV Company of [REDACTED] because they were negligent.

Note that I attempted to contact the dealer Norman Stanbro by certified mail and attached is his response signed by TED PICKETT. Attached is a copy of [REDACTED] business card and the phone number is [REDACTED] the same as I-10 RV that is in the phone book. Could it be that Norman Stanbro and Ted Pickett are the same person?

Note address for : KEYSTONE RV COMPANY
17400 HACKBERRY DRIVE
GOSHEN, IN46526
(574) 535-2100

Attachment #1

STATE OF MISSISSIPPI



JIM HOOD
ATTORNEY GENERAL

CONSUMER PROTECTION
DIVISION

November 3, 2004

[REDACTED]
Ocean Springs, MS [REDACTED]

RE: Response From I-10 RV Center, Inc., (#05-10879)

Dear [REDACTED]

The Office of Consumer Protection has recently received the enclosed response to your complaint. Please review this reply and respond to its alleged facts, in writing, within the next ten (10) days to this office.

We hope to be able to resolve your complaint administratively. However, if we do not receive your written response, we shall have no choice but to assume that this matter has been resolved to your satisfaction, and this file will then be closed.

Thank you for your continued cooperation and assistance in this matter.

Sincerely,


CLIFTON H. HARPER

Investigator
Consumer Protection Division

Enclosures

05-10879CF3-WTD

I-10 RV CENTER, INC.
17096 CANAL I-10 SVC RD
GULFPORT, Mississippi 39503

October 27, 2004

CLIFTON H. HARPER
AGENT
MS ATTORNEY GENERAL
P.O. BOX 22947
JACKSON, MS 39225-2947

NOV 01 1

Dear Sir or Madam:

IN ANSWER TO [REDACTED] COMPLAINT. STANBRO RV CENTER, INC. CLOSED IN 2001. AT THAT TIME, THE SERVICE MANAGER WAS JEFF LEISKE. HE NOW RESIDES IN KANSAS.

IN REGARDS TO KEYSTONE'S A.D. WHEN THE MANUFACTOR OF A NEW PRODUCT ISSUES AND A.D. IT IS SENT TO BOTH PARTIES. IF THE UNIT IS STILL IN INVENTORY THE DEALER TAKES CARE OF THE A.D. THIS A.D. WAS ISSUED AFTER MR. FORARE PURCHASED THIS UNIT. SO IN HIS CASE HE WOULD HAVE GOTTEN A COPY AS WELL. IT WAS HIS RESPONSABILITY TO MAKE SURE THIS WAS COMPLIED WITH AND MAINTAIN HIS CAMPER ACCORDING TO HIS WARRENTY.

IN HIS COMPLAINT HE ENCLOSED TWO FORMS FROM KEYSTONE. HE HIGHLIGHTED TWO SENTENCES. IF YOU WILL NOTICE ALSO, IN THOSE SAME LETTERS, IT OUTLINES HIS WARRANTY AND HIS OBLIGATION TO PROPERLY MAINTAIN AND INSPECT HIS CAMPER PERSONALLY. LACK OF MAINTAINCE AND INSPECTION IS THE NUMBER ONE REASON FOR VEHICLE FAILURE. THERE HAS BEEN FOUR YEARS SINCE HIS PURCHASE. I WOULD THINK THAT, DURING THIS TIME HE WOULD HAVE INSPECTED HIS AXLES, SPRINGS AND BRAKE SYSTEM.

I-10 RV CENTER, INC. IS NOT FORMERLY STANBRO RV CENTER, INC. THIS IS OBVIOUS IN THAT THERE ARE DIFFERENT STATE AND FEDERAL ID. NUMBERS.

COPIES OF KEYSTONE'S FORMS.

Please contact me at the above address if you have any questions or need additional information.

Sincerely,

[Redacted Signature]

Read

INTRODUCTION

This manual has been provided by Keystone RV Company solely for the purpose of providing instructions about the operation and maintenance of its recreational vehicles. Nothing in this manual creates any warranty, either express or implied. The only warranty offered by Keystone RV Company is set forth in the Limited Warranty applicable to your vehicle.

The limited warranty and the limited warranties issued by component manufactures require periodic service and maintenance, and the owner's failure to provide this service and/or maintenance may result in loss of warranty coverage for that item. The owner should review Keystone RV Companies limited warranty and the limited warranty of all other manufacturers.

Instructions included in this manual are for operating some components which may be optional on your vehicle.

This manual is devoted to instructions on travel trailers and fifth wheels.

[REDACTED]

Keystone RV Company

17400 Hackberry Drive
Goshen, Indiana 46526

first page of "owners manual"



Keystone RV Company

Welcome to the Keystone Family!

Thank you for purchasing a new Keystone Recreational Vehicle!

As with any product assembled with thousands of individual parts there can be a defect that will not become apparent until after the product is used. This book is designed to help you quickly solve any problem that might arise.

In addition to our manufacturer's warranty, many of the components of your vehicle have additional warranties or, in the case of more technical equipment, are warranted directly by the components manufacturer. These warranties, list of service centers and information on how to directly contact each manufacturer are enclosed.

HOW TO QUICKLY SOLVE A PROBLEM WITH YOUR KEYSTONE RV:

1. **IN ALL CASES** your best source of information and service is your selling dealer. Each Keystone dealership is equipped with the tools, skilled technicians and parts necessary to identify and repair any problem you encounter with your Keystone travel trailer or fifth wheel.
2. **WHEN TRAVELING** contact the nearest Keystone dealer. Look in the local yellow pages for the dealer nearest to your location or call Keystone's customer service at 219-642-4001 between 8:00 A.M. and 4:00 P.M. EST Monday through Friday.
3. **FAILURE OF COMPONENTS** (air conditioner, water heater, furnace, etc.) when traveling may quickly be serviced by any of hundreds of repair centers authorized by these manufacturers. The next page is a listing of manufacturers offering direct service and how to contact them. When at home your selling dealer is again your best contact for service.
4. **PERMANENTLY PARKED TRAILERS** are best serviced by the selling dealer. Service calls are not covered by the vehicle's warranty but the cost of repair is an authorized expense. Recreational vehicles are towable and are designed for recreational use and to be serviced at the selling dealer's service center. Keystone will authorize service by qualified RV technicians other than the selling dealer and will reimburse all authorized repair costs except trip, travel or service call expenses. For price authorization call Keystone's customer service at 219-642-4001 between 8:00 A.M. and 4:00 P.M. EST Monday through Friday.

Again, thank you for purchasing one of our recreational vehicle products.

The above information should be helpful in solving any problems that might arise but if necessary do not hesitate to call on our service representatives for help.

Sincerely,

Cole Davis
President & Owner

[REDACTED]
Ocean Springs, MS [REDACTED]
November 4, 2004

CIFTON H. HARPER
Consumer Protection Division

RE: Response From Consumer Protection Division (#05-10879)

[REDACTED]

I never received the Advisory for the retrofit to the frame of my RV put out by Keystone RV Company.

As I stated earlier, I purchased the camper on Aug 25, 2000 and the Advisory/ Bulletin was put out November 2000 by Keystone RV Company. This information I got from Customer Relations when I contacted them over the phone on Sept 21, 2004 @ 9:33 AM. I spoke to [REDACTED] that day and the next day I spoke to Steve @ 12:31 PM. They stated that I should have been contacted about this defect. **I WAS NEVER CONTACTED by the dealer or Keystone RV Company.** For a matter this serious the Keystone RV Company should have followed up on all the campers affected to see that the work required was done.

I only used my camper about 3 times a year and I never abused it in any way. That is why the Frame did not fail right away. I always checked it over real good before I went out on the road and it wasn't until I stopped for fuel in Missouri that I noticed it was sitting low. That is when I got under it and looked at the frame and saw that it was cracked and buckled. At that time I was near Beilstein Camper Sales (a Keystone Dealer) in La Grange, MO and I took it in to see if they could repair it and they said they could not repair it. They called Keystone RV Company and faxed them the photo's of the damage. Keystone RV Company informed them that it could not be repaired. And Beilstein's also advised me not to take it on the highway because something serious could happen like the axle's coming off, and I took their advice and did not take it onto the highway. I called my Insurance company. It could have been a Big accident had the axle's come off or loose in such a way that it could have flipped the trailer over into on coming traffic.

I wonder how many more campers manufactured by Keystone RV Company have this same problem and are out there on our nations highways.

This Camper should have given us MORE THAN 4 YEARS OF SERVICE, what's more we could have been killed.

Sincerely,
[REDACTED]

Enclosed is a copy of the BILL OF SALE

STATE OF MISSISSIPPI



JIM HOOD
ATTORNEY GENERAL

CONSUMER PROTECTION
DIVISION

March 30, 2005

[REDACTED]
Ocean Springs, MS [REDACTED]

RE: Your complaint against I-10 RV Center, (#05-10879)
[REDACTED]

After careful review, I regret to inform you that this office is unable to administratively resolve this dispute. This office's mediation program is able to assist consumers when both parties agree to work to resolve the dispute. In this case, each side has differing views on the circumstances surrounding the complaint.

State law does not allow us to act as a private attorney in this matter. You may wish to consult with a private attorney to determine what legal avenues may be available regarding resolution of this dispute.

We will keep your complaint on file. This type of information is important to the work of this office and we appreciate receiving it from you. However, because this office is unable to further assist you in this matter, this file is now closed. We wish you a speedy and equitable resolution.

Sincerely,

A handwritten signature in black ink, appearing to read "Clifton H. Harper".

CLIFTON H. HARPER
Consumer Advocacy Division
05-10879CF14-WFD

[REDACTED]
Ocean Springs, MS

April 7, 2005

Keystone RV Company
Consumer Complaint Division
17400 Hackberry Drive
Goshen, IN 46526

Dear Sir

On August 25, 2000, I bought a 2001 Keystone Cougar 276EFS VIN# 4YDF27628 [REDACTED] Fifth Wheel RV from Stanbro RV Center in Gulfport, MS. (I was informed by Ted Pickett at I-10 RV Center that Stanbro RV Center Inc. was closed on 12/31/2001). The last known location for Stanbro RV was 17096 Canal I-10 SVC RD; Gulfport, MS 39503. That address is now occupied by I-10 RV.

Unfortunately both I-Beam Frame's collapsed and cracked where the Spring Shackles attach to the I-Beam's. Fortunately I was near a Keystone Dealer when I discovered this problem. The dealer was Beilstein Camper Sales; 28248 327th Ave.; La Grange, MO 63448. They contacted your company and Faxed photographs of the damage. Your Company told Beilstein Camper Sales Service Dept. that the trailer could not be repaired. So I contacted my Insurance CO (Allstate) and they totaled it out and eventually sent me a check for \$14,756.25 the cost of a used 2001 Keystone Cougar 276EFS.

We were lucky that it did not come apart on the highway, if it did the trailer would have gone out of control and it would have resulted in a fatal accident.

When I returned to my home in Mississippi I contacted your Company Customer Relations on Sept 21, 2004 @9:33 AM and talked to Rollie. He told me that a Keystone Advisory 00-009 requiring a Retrofit to the Steel I-Beam Frame and they notified all your dealers in November 2000. The next day Sep 22, 2004 @12:31 I spoke to Steve about the problem. Both Rollie and Steve stated that I should have been contacted about this defect. **I WAS NEVER CONTACTED by the Dealer or Keystone RV Company.** Why wasn't I notified? If I had been notified I would have taken my trailer to a Keystone Dealer and had it fixed.

This trailer should have lasted more than 4 years, I only used it about 3 times a year. I took good care with pride and always did the proper maintenance and gave it a thorough inspection before I took it out on the road. I paid \$23,213.65 for this trailer and the Allstate Insurance CO paid me [REDACTED] the cost of a 2001 used trailer. (Allstate Claim [REDACTED])

To resolve this problem, I would appreciate a refund of [REDACTED] to compensate us for the loss and replacement of the trailer. I had other expenses related to this incident like equipment, motel fees etc. which I am not going to claim, not to mention a ruined vacation. So I feel that Keystone RV Company owes me a refund of [REDACTED] since this was a manufacturer's defect.

We really liked that trailer. So We bought another Keystone RV (Laredo 29BHS). We still have faith in your company.

I look forward to your reply and a resolution to my problem and will wait until April 25, 2005 before seeking help from a consumer protection agency or Better Business Bureau. You may contact me at the above address or by phone at home [REDACTED]

Sincerely

[REDACTED]

Attached : Copy of Retail Buyer's Order.
Copy of Bill of Sale
Photo's (4)

STATE OF MISSISSIPPI



JIM HOOD
ATTORNEY GENERAL

CONSUMER PROTECTION
DIVISION

May 3, 2005

Owner/Manager
Keystone RV Company
17408 Hackberry Drive
Goshen, IN 46526

RE: Complaint by [REDACTED]

Dear Sir:

The Mississippi Attorney General's Office of Consumer Protection has received the enclosed complaint regarding your business. Since there are always two sides to every consumer issue, we are requesting that you review this complaint and respond in writing to its alleged facts within the next ten (10) days. If you feel it would be helpful, you may attach copies of any documents contesting the allegations of the complaint.

Naturally, in sending you this complaint, this office has made no assumptions relative to the truth or falsity of statements made therein. We are merely attempting to accurately gather the facts necessary for an amicable resolution to this complaint. Your prompt cooperation and assistance in resolving this matter are appreciated.

Sincerely,

A handwritten signature in cursive script, appearing to read "Clifton H. Harper".

CLIFTON H. HARPER
Consumer Protection Division

c: [REDACTED]
Enclosures

05-1210000-1-WPD

APRIL 26, 2005

OFFICE OF CONSUMER PROTECTION

Jim Hood, Attorney General

State of Mississippi

Post Office Box 22947

Jackson, Mississippi 39225-2947

Telephone (601) 359-4230, (800) 281-4418; Fax (601) 359-4231

OFFICE USE ONLY

Assigned to CLF

Date assigned _____

Matter No. _____

Date Closed _____

Matter Type: Advocacy Fraud

Complaint Type: Call Write Walk-in Referral

COMPLAINT FORM

ACTION DESIRED: Please check one. Repair item Replace item Refund (amount \$ _____)

CONSUMER INFORMATION:

Name _____ Age _____ Sex M Race CAUC
(Optional, for statistical purposes, only)

Address _____ City OCEAN SPRINGS State MS Zip _____

Home Phone _____ Work Phone () N/A

Fax Number N/A E-mail Address N/A

COMPANY INFORMATION: (complete information applying to your complaint)

Name KEYSTONE RV COMPANY Business Phone: (574) 535-2100

Owner/Manager COLE DAVIS P.O. Box 2000

Address 17400 HACKBERRY DRIVE City GOSHEN State IN Zip 46526

Name of person with whom you dealt NORMAN STANBRO of STANBRO RV, GULFPORT, MS

Product or service 5th WHEEL TRAILER Manufacturer KEYSTONE RV COMPANY

Model (year/type/number) 2001/COUGAR/376ES Serial Number VIN # 4YDF276281

Date of purchase or service 8/25/2000 Place of purchase or service STANBRO RV, GULFPORT, MS

Amount paid _____ Amount financed N/A

Date of your last contact with business 4/12/2005 CERTIFIED MAIL TO KEYSTONE RV COMPLAINT DEPT

With whom did you speak? RECEIVED PERT MAR His/Her title? DON'T KNOW

What was the response? NO REPLY

INCLUDE COPIES OF ALL CORRESPONDENCE WITH THIS COMPLAINT FORM

Have you retained a private attorney regarding this matter? Yes _____ No ✓

What other agencies have you contacted about this complaint? NORMAN STANBRO I-10 RV CENTER,
COMPLAINT 

Do you know of others with similar complaints against this company? NO

Name

Address

Phone

SUMMARY OF COMPLAINT

Briefly describe your complaint. Include specific dates. Please remember a copy of this form will be given to the business. Attach additional sheets if necessary.)

SEE ATTACHMENT #1 + #2 + #3

Attach **COPIES** of any relevant documents such as letters, bills of sale, contracts, warranties, advertisements, work orders, bills, etc. **DO NOT SEND ORIGINALS TO THIS OFFICE.**

Check Action Desired: ☐ Repair Item ☐ Replace Item ☐ Refund (amount 

AFFIDAVIT

By signing this complaint, I consent for my name to be used by the Attorney General's Office in any subsequent legal action that is deemed necessary.

I hereby swear or affirm that the above statements are true and correct to the best of my knowledge.


Date Apr 26, 2005

I purchased my 2001 trailer from Stanbro R.V. Center on Aug 25, 2000. A Keystone Advisory 00-009 was put out in Nov 2000 by Keystone RV Company that the frame was defective and a retrofit had to be installed to the frame. I was never notified by the Dealer or Keystone RV Company.

Unfortunately the frame collapsed and cracked on both sides near where the spring shackles attach to the I-Beam. The Spring Shackles had so much pressure that they were near separation from the trailer. Fortunately I was near a Keystone Dealer when I discovered this problem. The dealer was Beilstein Camper Sales; 28248 327th Ave; La Grange, MO 63448, and they contacted Keystone RV Company and Faxed photographs to them. Keystone RV told them that the trailer was out of warranty and it could not be repaired. So I had to contact Allstate Insurance Co and they totaled it out and sent me a check for [REDACTED] the cost of a used 2001 Keystone trailer.

I was lucky that it did not come apart on the highway, if it did the trailer would have gone out of control and it would resulted in a serious accident which might have been fatal. How many other trailers out there have this problem? The frame should have been serviced with the RETROFIT as noted in Keystone Advisory 00-009 or not allowed on the highway.

I also contacted Keystone RV Company after I returned to Mississippi as to why I was not notified of this problem and the advisory. They should have followed up to make sure that everyone with the bad Frames were notified. They said they could not help me. My contacts at Keystone RV was Customer Relations Rollie and Steve. They only identified them selves by their first names. Phone No: (574) 535-2100 ask for Customer Relations.

My point is why was I not notified of this defect? Had I been notified of this recall I surely would have had the Frame serviced by a reputable service center. This trailer should have given me years of service. And I would like refund from Keystone RV Company of \$8,457.40 because they were negligent.

I sent Certified Mail regarding this complaint to Keystone RV Company on April 7, 2005 and it was received by Phil Tice on April 12, 2005. The delivery address was corrected to P.O. Box 2000; Goshen, IN 46526

I attempted to contact Stanbro RV Inc and was informed by I-10 RV Center that Stanbro RV Inc was closed on 12/31/2001. I-10 RV Center now occupies that location. (see complaint #05-10879 in your file).

Note address for : KEYSTONE RV COMPANY
17400 HACKBERRY DRIVE
GOSHEN, IN 46526
(574) 535-2100

Attachment #1





NORMAN STANBRO II

We only sell RV's,
so we know the RV Business.

Stanbro R. H. Center

Sales • Service • Parts

17096 I-10 Canal Service Rd.
Gulfport, MS 39503

Office: (228) 539-2300
Fax: (228) 539-2348

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

NORMAN STANBRO II
I-10 RV CENTER
17096 CANAL I-10 SERVICE
ROAD
GULFPORT, MS 39503

2. Article Number

(Transfer from service label)

7004 1350 0001 2012 1493

PS Form 3811, August 2001

Domestic Return Receipt

102905-02-01-0040

COMPLETE THIS SECTION ON DELIVERY

A. ☒ Agent
☒ Addressee

B. Received by (Print Name)

C. Date of Delivery

D. Is delivery address different from item 1? ☒ Yes

If YES, enter delivery address below: ☐ No

3. Service Type

☒ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee) ☐ Yes

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

KEYSTONE RV CO.
COMPLAINT DIVISION
12400 HACKBERRY DR
GOSHEN IN 46526

2. Article Number

(Transfer from service label)

7004 2890 0002 6953 9062

PS Form 3811, February 2004

Domestic Return Receipt

102905-02-01-1540

COMPLETE THIS SECTION ON DELIVERY

A. ☒ Agent
☒ Addressee

B. Received by (Print Name)

C. Date of Delivery

D. Is delivery address different from item 1? ☒ Yes

If YES, enter delivery address below: ☐ No

3. Service Type

☒ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee) ☐ Yes

ATTACH #2



Keystone RV Company

Welcome to the Keystone Family!

Thank you for purchasing a new Keystone Recreational Vehicle! Our company is dedicated to insuring your camping experience is enjoyable and trouble free. As with any product assembled with thousands of individual parts there can be a defect that will not become apparent until after the product is used. This book is designed to help you quickly solve any problem that might arise.

In addition to our manufacturer's warranty, many of the components of your vehicle have additional warranties or, in the case of more technical equipment, are warranted directly by the components manufacturer. These warranties, list of service centers and information on how to directly contact each manufacturer are enclosed.

HOW TO QUICKLY SOLVE A PROBLEM WITH YOUR KEYSTONE RV:

1. **IN ALL CASES** your best source of information and service is your selling dealer. Each Keystone dealership is equipped with the tools, skilled technicians and parts necessary to identify and repair any problem you encounter with your Keystone travel trailer or fifth wheel.
2. **WHEN TRAVELING** contact the nearest Keystone dealer. Look in the local yellow pages for the dealer nearest to your location or call Keystone's customer service at 219-642-4001 between 8:00 A.M. and 4:00 P.M. EST Monday through Friday.
3. **FAILURE OF COMPONENTS** (air conditioner, water heater, furnace, etc.) when traveling may quickly be serviced by any of hundreds of repair centers authorized by these manufacturers. The next page is a listing of manufacturers offering direct service and how to contact them. When at home your selling dealer is again your best contact for service.
4. **PERMANENTLY PARKED TRAILERS** are best serviced by the selling dealer. Service calls are not covered by the vehicle's warranty but the cost of repair is an authorized expense. Recreational vehicles are towable and are designed for recreational use and to be serviced at the selling dealer's service center. Keystone will authorize service by qualified RV technicians other than the selling dealer and will reimburse all authorized repair costs except trip, travel or service call expenses. For price authorization call Keystone's customer service at 219-642-4001 between 8:00 A.M. and 4:00 P.M. EST Monday through Friday.

Again, thank you for purchasing one of our recreational vehicle products. We believe our hard work and dedication to quality will provide you with an enjoyable camping experience. The above information should be helpful in solving any problems that might arise but if necessary do not hesitate to call on our service representatives for help.

Sincerely,

Cole Davis
President & Owner

#3

Phone [REDACTED]

STATE OF MISSISSIPPI



JIM HOOD
ATTORNEY GENERAL

CONSUMER PROTECTION
DIVISION

May 17, 2005

[REDACTED]
Ocean Springs, MS [REDACTED]

RE: Response From Keystone RV Company, [REDACTED]

Dear [REDACTED]

The Office of Consumer Protection has recently received the enclosed response to your complaint. Please review this reply and respond to its alleged facts, in writing, within the next ten (10) days to this office.

We hope to be able to resolve your complaint administratively. However, if we do not receive your written response, we shall have no choice but to assume that this matter has been resolved to your satisfaction, and this file will then be closed.

Thank you for your continued cooperation and assistance in this matter.

Sincerely,

A handwritten signature in cursive script, appearing to read "Clifton H. Harper".
CLIFTON H. HARPER

Investigator
Consumer Protection Division

Enclosures

CS-1216(CP)-WPD



Keystone RV Company

May 13, 2005

Mr. Clifton H. Harper
Consumer Protection Division
802 North State Street
P.O. Box 22947
Jackson, MS 39225-2947



RE: Complaint by [REDACTED]

Dear Mr. Harper:

In response to Mr. Forare's Complaint, which I received on May 9, 2005, I am providing the following information.

Keystone RV Company provides our customers with a Limited One Year Warranty from the date of purchase. A copy of the Limited One Year Warranty is attached. [REDACTED] purchased his Cougar on August 22, 2000, and his warranty expired on August 22, 2001. Mr. Forare claims that he had a failure on September 1, 2004, which was clearly outside the warranty period.

[REDACTED] references "Keystone Advisory" 00-009 in his Attachment #1 to the Complaint. Keystone Service Advisory 00-009 does exist, however, his unit is not included in that advisory and I can provide a copy upon your request.

Please also note that [REDACTED] filed a Complaint [REDACTED] with your office against Stanbro RV and that he forwarded a copy of it to Keystone RV Company. Rick Drinkwine made a response to that Complaint on November 15, 2004, and I have attached a copy of his response.

While Keystone RV Company certainly is not unsympathetic to his misfortune, we do not believe Mr. Forare has stated a claim against Keystone RV Company and therefore, we are unwilling to pay his demand. Please let me know if there is anything further I can provide to assist you in your investigation. I look forward to your response.

Very truly yours,
KEYSTONE RV COMPANY

Jennifer D. Dydo

Jennifer D. Dydo
Paralegal

Jdd
Enclosure

Keystone RV Company

LIMITED ONE YEAR WARRANTY

FOR TRAVEL TRAILERS AND FIFTH WHEELS
MANUFACTURED BY KEYSTONE RV CO.
SOLD IN THE UNITED STATES AND CANADA

Coverage Provided:

Your new travel trailer or fifth wheel including the structure, plumbing, heating and electrical systems and all appliances and equipment installed by the manufacturer, is warranted under normal use to be free from manufacturing defects in material and workmanship.

This warranty extends to the first retail purchaser and begins on the date of original retail delivery or the date the travel trailer or fifth wheel is first placed into service (whichever occurs first). This warranty extends for a period of one year from such date. Written notice of defects must be given to the selling dealer or the manufacturer not later than ten (10) days after the expiration of the applicable warranty. Warranty repairs, if required, will be made without charge after your travel trailer or fifth wheel is taken to the dealer or manufacturing plant location.

Owner's Obligations:

The owner is responsible for normal maintenance as described in the owner's manual; however, minor adjustments (such as adjustments to the interior or exterior doors, LP regulator pressure, cabinet latches, TV antenna control, etc.) will be performed by the dealer during the first ninety (90) days of warranty coverage. Thereafter, such adjustments are the responsibility of the owner as normal maintenance unless required as a direct result of repair or replacement of a defective part under this warranty.

If a problem occurs which the owner believes is covered by this warranty, the owner shall contact the selling dealer, or other authorized dealer, giving him sufficient information to resolve the matter. The owner shall deliver the travel trailer or fifth wheel to the dealer or manufacturing plant location for warranty service.

Dealer's Obligations:

By agreement with the manufacturer, the dealer is obligated to maintain the travel trailer or fifth wheel prior to retail sale, to perform a detailed pre-delivery inspection and to repair any parts necessary to correct defects in material or workmanship.

When the Dealer does not resolve the problem:

If the dealer is unable or unwilling to resolve a problem which the owner is convinced is covered by this warranty, he should contact the manufacturing plant at the address listed below and provide the manufacturer with a description in writing of the problem and attempts made to resolve it.

Keystone RV Company
17400 Hackberry Drive
Goshen, Indiana 46526

Manufacturing Plant Obligations:

Upon receipt of notice of a claim, where the dealer was unable or unwilling to resolve the problem, the manufacturing plant will repair or replace any parts necessary to correct defects in material or workmanship, or will take other appropriate action as may be required.

What is not covered by this warranty:

1. Tires and batteries, appliances and other equipment, which are covered by the separate warranties of the respective manufacturers of these components.

2. Damage caused by or related to:

- A. Accidents, misuse or negligence.
- B. Failure to comply with instructions contained in the owner's manual.
- C. Alteration or modification of the travel trailer or fifth wheel.
- D. Environmental conditions (salt, hail, chemicals in the atmosphere, etc.).

3. Normal deterioration due to wear or exposure, such as fading of fabrics or drapes, carpet wear, etc.

4. Normal maintenance and service items such as light bulbs, fuses, lubricants, etc.

5. Extra expenses such as transportation to and from dealer or manufacturing plant location, loss of time, loss of pay, loss of use of the travel trailer or fifth wheel, inconvenience, commercial loss, towing charges, bus fares, vehicle rental, incidental charges such as telephone calls or lodging bills, or other incidental or consequential damages (other than injury to the person).

6. Any unit used as a commercial unit or used as a rental unit.

7. Condensation on any window or other parts or any results of condensation.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you have other rights which may vary from state to state.

Dealers or any other persons are not authorized to make modifications to this warranty. Any additional statements concerning this warranty whether oral or written are not the responsibility of the manufacturer and should not be relied upon.



Keystone RV Company

November 15, 2004

Office of Consumer Protection
802 North Main St.
Jackson, Mississippi 39225-2947
Attention: Clifton H. Harper

RE: [REDACTED]

Dear Sir,

In response to Mr. Forare's Complaint, which you received on October 19, 2004, I am providing the following information.

Keystone RV Company provides our customers with a Warranty for one year after the date of purchase. Mr. Forare purchased his Cougar on August 22, 2000. Mr. Forare claims that he had a failure on September 1, 2004 outside of the Warranty period.

Mr. Forare references "Keystone advisory" 00-009 in Attachment #1 to the complaint. Keystone Service Advisory 00-009 does in fact exist and if you request, I can furnish a copy. However it does not include the unit that was purchased by Mr. Forare.

I will await your response and assist in any way possible while you investigate.

Respectfully yours,


Rick Drinkwine

Owner Relations Manager
Keystone RV Company

Send US MAIL
11/15/04

[REDACTED]
Ocean Springs, MS
May 23, 2005

CLIFTON H. HARPER
Consumer Protection Division

RE: Response From Keystone RV Company [REDACTED]

Dear Mr. Harper:

In response to Ms Dydo and Mr. Drinkwine that my unit was not included in a Keystone Advisory regarding the frame all I can say is that when I called Keystone Customer Relations on Sep 21, 2004 @ 9:33AM and spoke to a man who identified himself as Rollic. I told him the problem and he asked me for the VIN and I replied with 4YDF27628 [REDACTED]. He stated that there was an advisory on this unit regarding the frame. The lady from the service Dept. at Beilstein Camper Sales (a Cougar dealer) who took the photo's of the frame damage and faxed them to Keystone RV Company. Keystone RV told her that it could not be repaired and that there was an advisory out on that unit. I was never contacted by Keystone RV or the dealer.

Keystone RV Company should be able to provide you a copy of any advisory that exists. This advisory was put out well inside the one year warranty that they are referring to. I never received any notice.

I understand the warranty on the camper and had all the minor items Repaired by the dealer (StanbroRV). But an item as important as the frame, why was I not notified? The frame holds the entire camper and it should last a lifetime.

I am retired and living on a fixed income. I was planning on using this Camper in my retirement years. Now I had to purchase a new camper (Keystone Laredo) so I can enjoy retirement. It also has a minor problem with the dump valve handles which is an item I can't buy because Keystone say's they are not available. That is another issue that I will have to resolve myself.

Had we continued on our journey with this camper the axles would have separated and we could have been involved in a **BIG ACCIDENT** which could have been fatal. Can you imagine the impact this would have had in lawsuits? My claim now is only a small price for Keystone RV to pay.

I can't afford an attorney that is why I am asking for your help in resolving this matter. I really appreciate all your help in resolving this issue. **THANK YOU VERY MUCH.**

Sincerely,

[REDACTED]

[REDACTED]
Ocean Springs, MS
May 24, 2005

CLIFTON H. HARPER
Consumer Protection Division

RE: Response From Consumer Protection Division [REDACTED]

Subject: To correct the VIN on the Complain Forms

Dear Mr. Harper:

Yesterday May 23, 2005 I sent you my response and it has the correct VIN number in the letter. However today I was going over all the correspondence on this issue and I discovered an error in the VIN on the complaint form dated Oct 16, 2004 (see [REDACTED] and the complaint form dated Apr 26, 2005 (see [REDACTED] It was my fault that this error was made on both complaint forms.

Keystone RV Company has to have the correct VIN in order to identify which trailers have the problem. I am sending you a copy of the **Bill of Sale** and a copy of the **Retail Buyers Order** and you will see the correct VIN.

The correct VIN: 4YDF27628 [REDACTED]

This may clear up any confusion at Keystone RV. I am very sorry about the mistake I made on the VIN. When I spoke to Customer Relations on Sep 21, 2004 and gave them the correct VIN and they told me that my trailer needed a retrofit to correct the defective frame.

Sincerely,

[REDACTED]

ATTACHED: Copy's of BILL OF SALE, RETAIL BUYERS ORDER and APPLICATION FOR CERTIFICATE OF TITLE. (All have the VIN)

STATE OF MISSISSIPPI



JIM HOOD
ATTORNEY GENERAL

CONSUMER PROTECTION
DIVISION

June 1, 2005

Ms. Jennifer D. Dydo
Keystone RV Company
2642 Hackberry Drive
Goshen, IN 46526

Re: [REDACTED] reply to your correspondence of May 13, 2005

Dear Ms. Dydo:

The Office of Consumer Protection has recently received the enclosed response from [REDACTED]. Because [REDACTED] has subsequent questions concerning his complaint, I am requesting that you, once again, please address these specific concerns noted in this correspondence. Your written response should be mailed to this office within the next ten (10) business days. Thank you for your continued efforts to reach a satisfactory resolution to this matter. Your assistance and cooperation are appreciated.

Sincerely,


Clifton H. Harper, Investigator
Consumer Protection Division

Enclosure
[REDACTED]

[REDACTED] JACKSON, MISSISSIPPI [REDACTED]

STATE OF MISSISSIPPI



JIM HOOD
ATTORNEY GENERAL

CONSUMER PROTECTION
DIVISION

June 17, 2005

[REDACTED]
Ocean Springs, MS [REDACTED]

RE: Response From Keystone RV Company, [REDACTED]

Dear Mr. Forare:

The Office of Consumer Protection has recently received the enclosed response to your complaint. Please review this reply and respond to its alleged facts, in writing, within the next ten (10) days to this office.

We hope to be able to resolve your complaint administratively. However, if we do not receive your written response, we shall have no choice but to assume that this matter has been resolved to your satisfaction, and this file will then be closed.

Thank you for your continued cooperation and assistance in this matter.

Sincerely,

A handwritten signature in cursive script, appearing to read "Clifton H. Harper".
CLIFTON H. HARPER

Investigator
Consumer Protection Division

Enclosures

03-12189CPL-6.WPD



Keystone RV Company

June 9, 2005



Mr. Clifton H. Harper, Investigator
Consumer Protection Division
802 North Main Street
Jackson, MS 39225-2947

RE: Complaint filed by [REDACTED]

Dear Mr. Harper:

Thank you for your letter for June 1, 2005. Upon review of [REDACTED] documents, it does appear that his unit is included in the #00-0 Service Advisory issued for Cougar Fifth Wheels. A copy of that advisory is enclosed.

With that being said, a service advisory is not a recall and there is a very big difference. A service advisory only goes to authorized service facilities advising there may be a potential issue with a few specific units within this. The advisory also gives the dealer notes on how to fix a unit if a customer would contact the repair facility and then come in for repair. A recall would be mailed to all customers who have sent in a warranty registration advising them that their unit must be returned for repair at an authorized repair facility whether they have had trouble with their unit or not. This was not the case with [REDACTED].

Our owner's manual also requires that the dealer is responsible for assisting the customer in completing all necessary registrations and warranty cards for the vehicle and I have enclosed page 3 of the Owner's Manual which states this fact. The warranty registration is where Keystone obtains its information if it was necessary for notice to go to the customer. I find no warranty registration filed by [REDACTED] with Keystone RV Company. I am also led to believe the [REDACTED] is familiar with the owner's manual as he had filed two (2) warranty claims and both were processed and covered by his warranty for unrelated matters. Copies of those warranty claims are attached.

It is also my understanding that [REDACTED] has filed a complaint against Stanbro RV for the exact issue. That claim number is 05-10879. I would like to know the resolution of that matter and if it has not been resolved, we believe that the two cases be consolidated.

Again, I would like to reiterate that Keystone RV Company is not unsympathetic to his misfortune. We believe [REDACTED] has already been paid by his insurance company for the value of the unit evidenced by his own attachment # 1 of the complaint form filed with your office and don't feel

Clifton Harper
June 9, 2005
Page 2

that he should receive additional compensation for a unit that he did get many years of trouble free enjoyment. His unit was out of warranty and although he did go to an authorized service facility when his unit broke down on the road, his claim was denied as his unit was well outside the one year warranty period. I would also like you to know the unit was totaled by Mr. Forare's insurance company before a factory representative of Keystone RV Company was given the opportunity to inspect the unit. Therefore, Keystone RV Company respectfully requests that the Attorney General dismiss the complaint. Thank you for your time and cooperation in assisting Keystone in resolving the matter.

Very truly yours,
KEYSTONE RV COMPANY

A handwritten signature in cursive script that reads "Jennifer D. Dydo".

Jennifer D. Dydo
Paralegal

Enclosures

SERVICE ADVISORY

#00-9

COUGAR FIFTH WHEELS

Models Included:

276EFS Cougar FW, 278EFS Cougar FW

Serial Number Range:

26422 thru 28319 (Not all units in this range are affected)

Parts Required:

(3) 2 x 2 x 68-1/4 (11 gage) tube w/5" x 5" gussets

Tools Required

Welder

Hammer

Here are a few general notes about installing the retrofit kits.

- Position unit so that tires and wheels are straight and in line with the frame.
- Inspect frame in axle area by sighting along the I beams from the rear of the unit. Frame rails should be straight (no bowing or tilting should be present). If significant bowing or tilting is present contact your District Service Advisor before proceeding.
- Support rear of unit by "blocking" frame before welding Tube Assemblies in place. Allow welds to cool before removing support.
- The 68-1/4" tube assemblies are to be installed in the frame above the LP manifold and above any ABS drainage lines.
- Touch up all added materials with black paint.
- Submit a Keystone Warranty Claim Form for labor costs (up to 3 hours). Please note Service Advisory #00-9 in the customer complaint section of the form.

Please find attached roadside and curbside installation details for each model involved in this Service Advisory.

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Safety Precautions	Page 34
Personal Record	Page 35

OWNER'S RESPONSIBILITY

As the owner of a new recreational vehicle, it is important to regularly and properly maintain your vehicle. Be sure to read the Owner's Manual and all appliance manuals so proper maintenance can be applied.

It is your responsibility to return your vehicle to an authorized dealer for any repairs and service that may be required.

DEALER'S RESPONSIBILITY

Throughout the manufacturing process, your recreational vehicle has been inspected by our qualified inspectors. However, our final inspection at the factory is not to be the last one. The dealer is to perform a final inspection of your vehicle. And to help you, the owner, fill out and complete all necessary forms and understand the limited warranty pertaining to your new vehicle.

Dealer's responsibilities also include:

1. Familiarizing the customer with the operation of all systems and components of the new recreational vehicle.
2. Explaining and reviewing the limited warranty provisions to the customer.
3. Assisting the customer in completing all necessary registrations and warranty cards for the vehicle.
4. Instructing the customer on how to receive local and out of town service on the vehicle and its separately warranted components.
5. Servicing all Sprinter recreational vehicles.

[REDACTED]
Ocean Springs, MS [REDACTED]
June 22, 2005

CLIFTON H. HARPER
Consumer Protection Division

RE: Response From Keystone RV Company [REDACTED]

Dear Mr. Harper:

Thank you for your letter for June 17, 2005. I reviewed the Keystone RV Company letter by [REDACTED] dated June 9, 2005. Now we are getting somewhere now that Keystone RV Company has acknowledged that my Keystone Cougar 276BFS was one that was affected by SERVICE ADVISORY #00-9.

I took delivery of my trailer On August 25, 2000 and the ADVISORY came out 75 days later on November 8, 2000. I should have been notified by the dealer to come in and they would correct the problem of the defective frame. How would I have known that a problem even existed when I had not been notified of the defect. This was an engineering defect that was caused by the manufacturer. I had been towing a defective trailer down our highways for 4 years and it could have gave way at anytime. It might have been fatal if an accident occurred because of this defect. I don't even want to think of the lawsuits and what it would cost.

In answer about the warranty registration not on file, it was filed because (2) warranty claims had been processed and honored by Keystone RV Company.

In answer about the many years of trouble free enjoyment, I only got 4 years of use. The problem had been deteriorating during this time. When I discovered the problem I immediately brought it to an authorized service facility (Beilstein Camper Sales) and they took photo's of the damaged frame and faxed them to Keystone RV Company and their response was "an advisory #00-9 had been sent out and now it cannot be fixed". Beilstein service dept. said they cannot fix it so I had to call my insurance company.

I was paid by the insurance company an amount that would buy a used 2001 Keystone Cougar. now why would anyone in their right mind buy the same problem again? So I had to buy a new one and pay an additional amount that I had to put on my credit card.

The bottom line is Stanbro RV should have contacted me and advised me of this problem while the trailer was still new, then I would still have this trailer and I would not be burdening your office with this complaint, (Stanbro RV no longer exists)

Sincerely,

[REDACTED]

STATE OF MISSISSIPPI



JIM HOOD
ATTORNEY GENERAL

CONSUMER PROTECTION
DIVISION

July 27, 2005

[REDACTED]
Ocean Springs, MS [REDACTED]

RE: Your complaint against Keystone RV Company, [REDACTED]

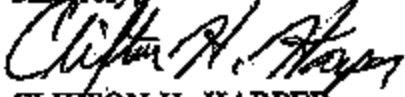
Dear Mr. Forare:

After careful review, I regret to inform you that this office is unable to administratively resolve this dispute. This office's mediation program is able to assist consumers when both parties agree to work to resolve the dispute. In this case, each side has differing views on the circumstances surrounding the complaint.

State law does not allow us to act as a private attorney in this matter. If you determine to pursue this matter further, you may wish to consider consulting private counsel or contacting the National Highway Traffic Safety Administration (NHTSA) at 400 7th Street, SW Room 5232, Washington, DC 20590; that phone number is 1-888-327-4236.

We will keep your complaint on file. This type of information is important to the work of this office, and we appreciate receiving it from you. However, because this office is unable to further assist you in this matter, this file is now closed. We wish you a speedy and equitable resolution.

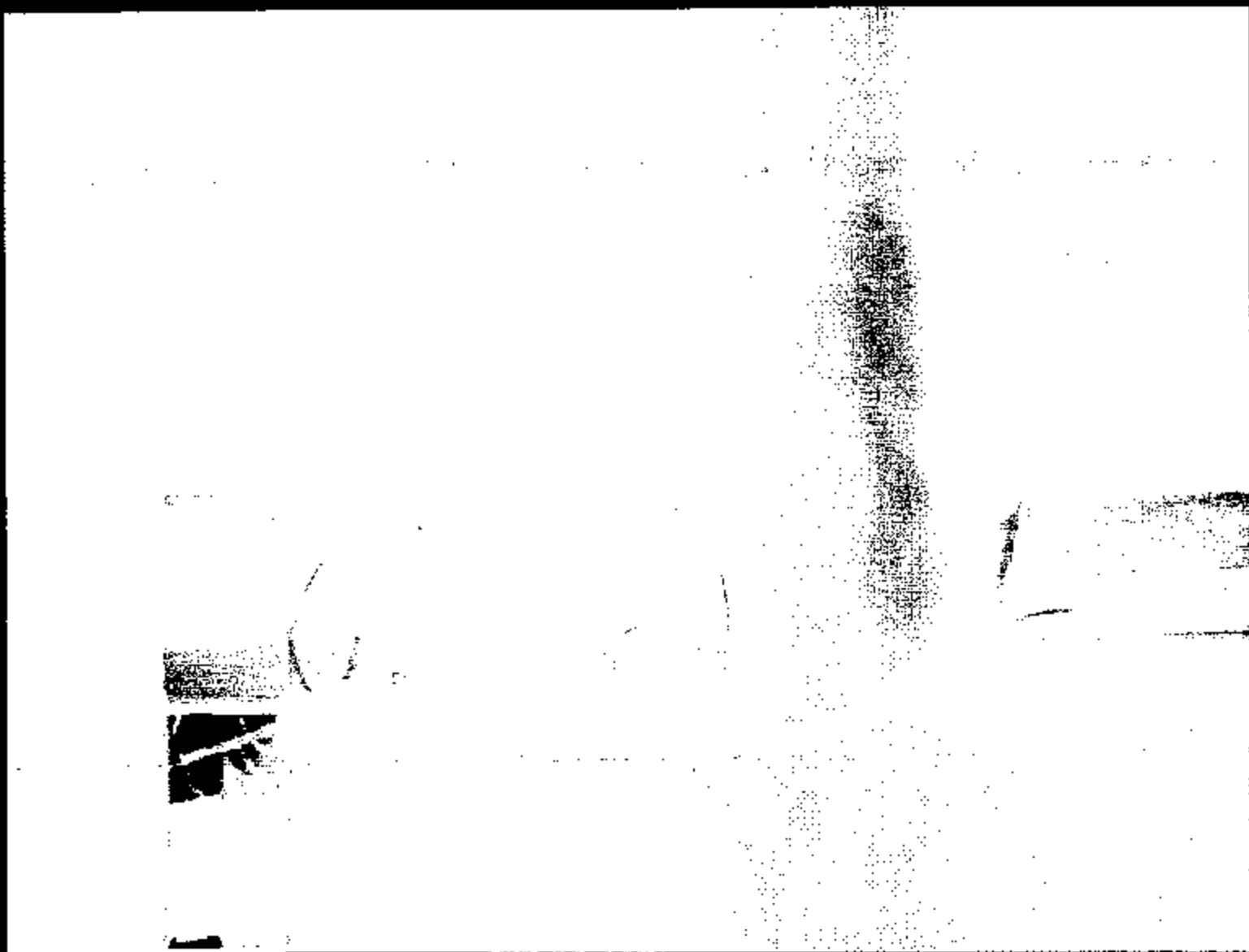
Sincerely,


CLIFTON H. HARPER
Consumer Advocacy Division
05-1216KCP14-WFD



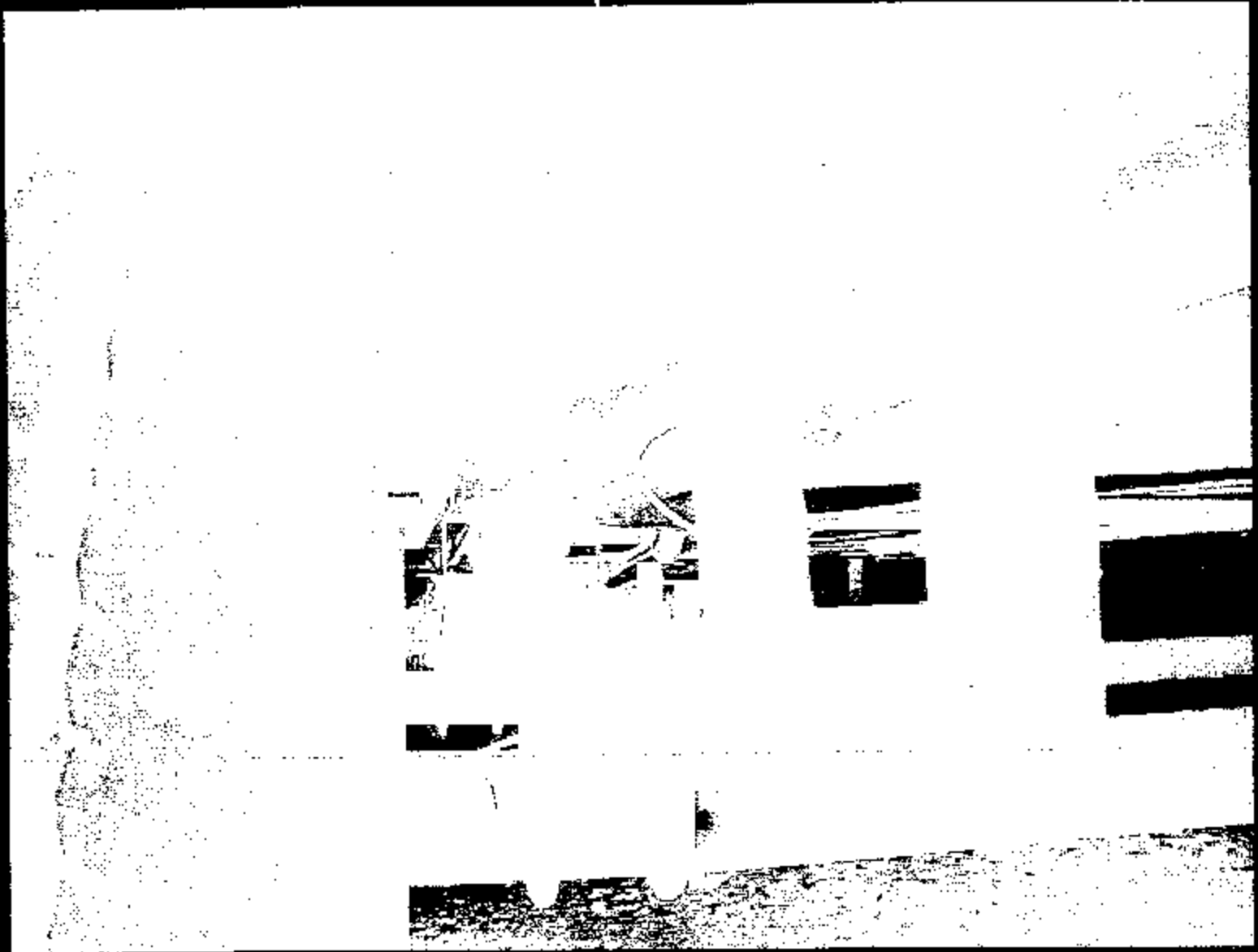
Keystone advisory 00-009

ATTACHMENT #1

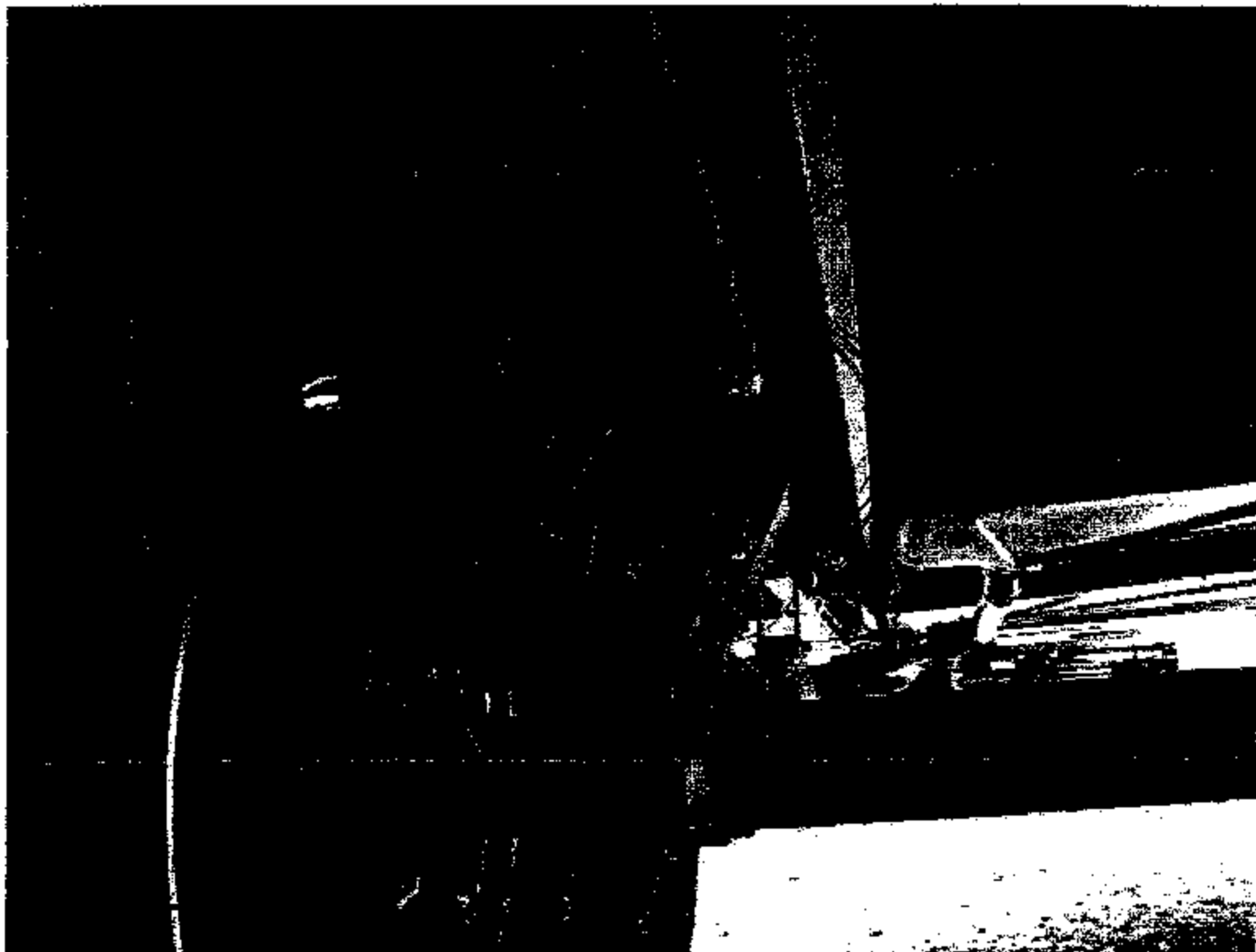


ATTACHMENT #1

crack



ATTACHMENT #1

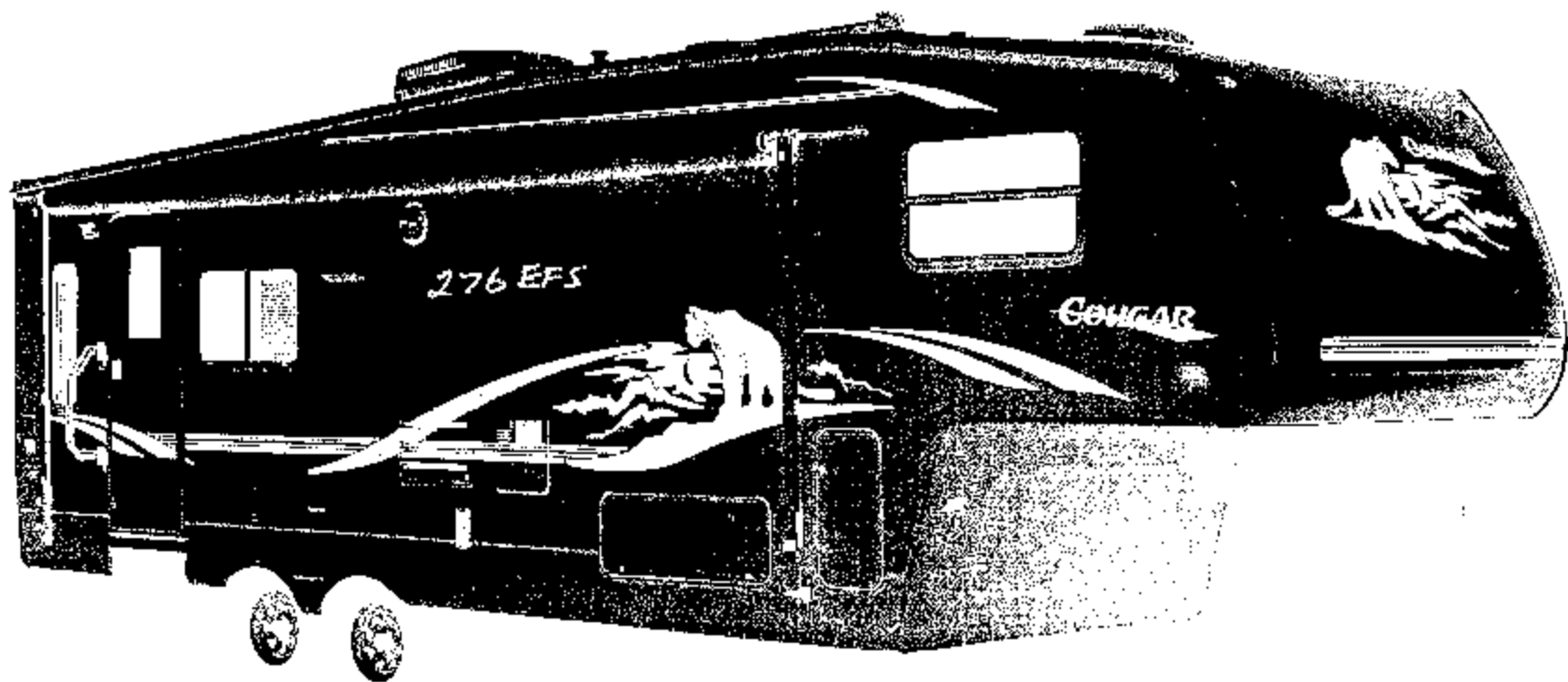


ATTACHMENT #1

COUGAR

2001

by Keystone



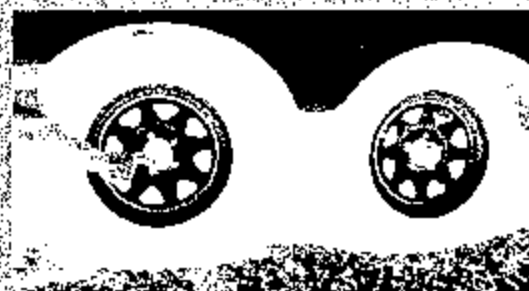
The New 2001 Cougar
Fifth Wheel
Advanced Design
For Today's Lite Duty Trucks

Far Ahead of Tradition...

Cuts Through the Wind Tows Like a Dream

COUGAR

by Keystone



Easy Low Miles



Easy access LP tank monitoring



Aerodynamic front end cap



Pass-thru storage space



Easy access to battery bank

Options

13,500 BTU Air Conditioning / A&E Patio Awning / 12" Spare Tire Kit / 2 Rear Stabilizer Jacks / Electric Front Jacks / TV Antenna / Sky Light / Swivel Rocker / 2nd Swivel Rocker / Microwave / AM/FM Cassette Stereo / AM/FM Stereo with 6-disc CD Player / 22" Oven with Range Top / Cable Hook Up / Rear Larkler / Safety Grab Handle / Security Light / Hot-Aid Bed Sofa / Free Standing Dinette / Safety Glass Windows / Raised Oak Refrigerator Front

Standard Features

White Strength Exterior / Front ABS Cap / Seamless Rubber Roof / Flush and Radius Bumpers / Doors / Framed Underfloor Fresh Water Tank / 30,000 BTU Furnace / Double 30 Lb. LP Tanks / Customized Graphics / 15" Radial Tires / Rain Gutters / Metal Drawer Under / Knife Holder / Security Light / Fresh Floor Under Sink Room with Manual Backup / ABS with hand pump / Power Roof Vent (Batteries) / Double Door Refrigerator / 6 Gallon Water Heater / Water Heater Eye-Test Kit / Deep Double Bowl Kitchen Sink with High Profile Faucet / Vinyl Floor / Carbonic Top Oak Mortise and-tension Cabinet Doors / Fire Extinguisher / Smoke Detector / Wallpaper Border to furniture / Laundry Chute to Basement / Interior Light Selection Choice of Pacific Mist, Meadow or Harvest

Model	245 EFS	276 EFS	278 EFS	279EFS	281 EFS
Gross Dry Wt. (UVW)	5995	6650	6450	7340	7306
GVWR	7960	8340	8160	10120	10220
Carrying Capacity	1965	1690	1710	2780	2914
Hitch	960	1340	1160	1320	1420
Dry Axle Weight	5360	5680	5640	6360	6200
Exterior Length	26' 4"	28' 10"	28' 4"	29' 4"	30' 10"
Exterior Width	8'	8'	8'	8'	8'
Ext. Height — Top of A/C	11' 3"	11' 7"	11' 7"	11' 10"	11' 10"
Fresh Water Capacity	45	45	45	45	45
Waste Water Capacity	30	30	30	30	30
Grey Water Capacity	60	60	60	60	60
LPG Capacity (lb.)	60	60	60	60	60
Tire Size	205/75R15C	205/75R15C	205/75R15C	225/75R15D	225/75R15D



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Product information and photography are as accurate as possible at the time of publication. Colors and finishes are photographic representations and may appear different from actual materials. Some features, floor plans, and specifications are subject to change without notice. Specifications and dimensions are approximate. 11/2001

Cougar is a product of the Goshen Division of:



Keystone RV Company

17400 Hackberry Drive
Goshen, IN 46526
(317) 242-4425

300 Westgate
Pendleton, OR 97501
(541) 276-6075

Your Cougar Dealer:

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