



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

400 Seventh Street, S.W.
Washington, D.C. 20590

SEP 14 2005

[REDACTED]
[REDACTED]
Ocean Springs, MS [REDACTED]

NVS-216 hmr
Ref. No. 10132224

Dear [REDACTED]:

Thank you for your correspondence dated August 12, 2005, concerning the problem you encountered with your 2001 Keystone Cougar recreational vehicle (RV). Your correspondence was received on August 23, 2005.

The National Highway Traffic Safety Administration (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 items of motor vehicle equipment when our investigations indicate that they contain serious 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, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate this report and the previous report you filed with the U.S. Department of Transportation's Vehicle Safety Hotline (Hotline) on August 10, 2005. Reports from motorists are a very important source of information for us. Each report is analyzed and compiled into a database to help us in identifying potential safety defects that require our attention.

The issuance of a Technical Service Bulletin (TSB), or service advisory, does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Neither Keystone RV, Inc., (Keystone) nor NHTSA has determined that the RVs in question contain such a defect. Therefore, NHTSA cannot require Keystone to notify owners about the issuance of a TSB.

We have reviewed our database in an effort to identify whether a safety-related defect trend exists with regard to problems associated with the 2001 Keystone Cougar RVs. At this time, there is no other report of a problem similar to that which you encountered; therefore, there is insufficient evidence to warrant opening a safety defect investigation. The information you



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

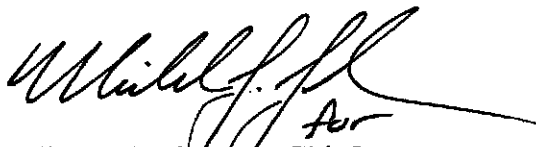
provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can contact our toll-free Hotline at 1-888-327-4236. One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

A handwritten signature in black ink, appearing to read "Alberto A. Jimenez", with a stylized flourish at the end.

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure