



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
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received
2007 APR 27 AM 7:41
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Repository
Reference No.
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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City LANCASTER State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized agent, DOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 3/27/07 YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
4YDF2522X5A [REDACTED]
Make KEYSTONE Model SPRINTER Model Year 2005
Date Purchased 01-JUN-05 Dealer's Name and Telephone Number STIER'S RV
Original Owner Dealer's City BAKERSFIELD State CA Zip Code [REDACTED]
Engine: No: Cylinders Fuel Type:
Transmission Type Antilock Brakes Powertrain UNKNOWN
 Cruise Control Vehicle Component Code 160000 STRUCTURE
Multiple Failures 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-AUG-2006 Failure Mileage 2000 Failure Speed 55

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make MISSION Tire Model (Name or Number) TC 108 Tire Size (Example P215/65R15) ST205/75R15
DOT No. (Example: DOTM19ABC036) 4YB3CJIC (3004) Original Equipment Failure Location: MISSOURI - NEVADA
 Prior Repair
Tire Component Code GPR LOAD RANGE C Tire Failure Type DEFORMED, READY TO BLOW OUT

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(s), 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 X

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).

TL*- THE CONTACT STATED THAT THE TIRES ON THE 2005 KEYSTONE SPRINTER RUBBED THE TOP OF THE WHEEL WELL. THE CONTACT SPOKE WITH THE DEALERSHIP AND WAS ADVISED THAT THE CAUSE OF THE PROBLEM WAS DUE TO THE DESIGN OF THE TRAILER. THE DEALERSHIP INFORMED THE CONTACT THAT THE WHEEL WAS TOO CLOSE TO THE WHEEL WELL. THIS CAUSED THE TIRES TO BECOME DEFORMED. THE CONTACT SENT PICTURES TO THE MANUFACTURER, AND THEY ADVISED HIM THE CAUSE OF THE PROBLEM WAS DUE TO THE TRAILER BEING OVERLOADED, WHICH CAUSED THE SPRINGS TO BEND. THE VEHICLE CURRENTLY HAD 2000 MILES. *AK
KEYSTONE HAS THE PICTURES.

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 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.

March 14, 2007

Department of Transportation
400 7th St. S.W.
Washington, DC 20590

Re: Keystone Sprinter Model 252FW [REDACTED]

To Whom It May Concern:

In June 2005 we purchased a Keystone Sprinter Model 252FWRLS S [REDACTED] 5th Wheel, from Stiers' RV in Bakersfield, CA. We had a couple of problems that Stiers RV fixed. We had not put very many miles on it at that point.

In August 2006 we started on a trip from California to New York. We had what I thought were tire problems so I bought 2 new tires in Missouri. Then continued to travel. On the return trip we had to buy 2 more tires for the other axle in Nevada.

When we arrived home in California and upon repacking the wheel bearings I discovered the tires were rubbing the top of the wheel wells. On the slide out side the tires had rubbed into the edge of the wood frame a 1/2 inch, causing the tire problems.

I contacted Keystone (Denise of Team Sprinter). She told me to take it to one of their 2 local service centers, Rexhall or Bob Howle Automotive.

Rexhall didn't want anything to do with it. They said they have experienced a lot of trouble with Keystone service.

Bob at Bob Howle Automotive couldn't believe what he was seeing. There was only 2 inches between the top of the tires and the top of the wheel well. He said we need to put 3 inch lifting blocks on all 4 wheels. Mr. Howle asked Keystone for authorization to do the repairs. At Keystone's request we sent 2 different sets of pictures showing the axels, springs, and the damage to the underside of the trailer.

The trailer has 2 3500lb rated axles. The sticker inside a cabinet door states: "7062 Dry weight and 8200 GVW". The combined weight of the truck and trailer is 14,440 lbs. The trailers actual dry weight is 7360, which is 300 lbs over posted weight.

Keystone is refusing to pay for repairs. They are saying at some time we overloaded the trailer and bent the springs.

From October to now, and several phone calls, Keystone has refused to fix this factory defect. So I had to fix the problems myself. I am 69 years old, crawling around on gravel in the cold and wind trying to deal with this problem. Bob Howle Automotive should have been given authorization for the repairs.

When I made the repairs, I included heavier springs because the original ones were too weak, 3 inch lifting blocks, and new U-bolts. When I took the original springs off, guess what I found, the original springs are not bent. They are arched the same as the new ones. We feel this is a factory defect and we should be reimbursed for this work.

Included are receipts for these parts and labor:

1. 2 tires purchased in Missouri
2. 2 tires purchased in Nevada
3. 4 springs, 8 U-bolts
4. 4 lifting blocks
5. 2 hours milling machine labor
6. 8 hours labor for myself
7. 3 hours labor for Bob Howle Automotive. (I took the trailer to him one time and he sent an associate to our house one time to double check the measurements.) 3 hours.

Total Parts:

Total Labor

The trailer tows great, now that I have fixed it.

Sincerely yours,

Lancaster, CA

cc

Keystone – Team Sprinter, Attention Denise, 17400 Hackberry Dr., Goshen, IN 46526

Trailer Life – “RV Action Line”, 2575 Vista Del Mar, Ventura, CA 93001

AAA Westways – Auto Club, P.O. Box 25222, Santa Ana, CA 92799

Good Sam – Action Line, P.O. Box 8545, Ventura, CA 93002

Bob Howle Automotive, 42033 6th St. West, Suite C, Lancaster 93534

MM/tm

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).