



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 2, 2007

[REDACTED]  
[REDACTED]  
Brentwood, CA [REDACTED]

NVS-216et  
Ref # 10188686

Dear [REDACTED]:

Thank you for your email correspondence inquiring on the receipt of a Vehicle Owner's Questionnaire (VOQ) regarding your model year (MY) 2006 Keystone Montana vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on June 18, 2007.

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 cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

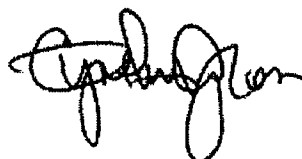
In regards to VOQ #10188686, we have not received the letters, photos, etc. that you submitted. Once received, the information submitted will be automatically entered into our complaint database, and the data is then available to NHTSA's ODI investigators for review and analysis to determine whether an investigation is warranted. Due to the volume of VOQs received and limited agency resources, NHTSA cannot respond to the submitters of these questionnaires. We apologize for any confusion this may have caused you. Enclosed for your information, is a brochure explaining NHTSA's investigation process.

A review of our database relative to reports associated with trailer hitch problems in MY 2006 Keystone Montana vehicles revealed no reports similar to that which you encountered; therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.



As you may know, should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic VOQ online at <http://www.nhtsa.dot.gov/ivoq>. 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>.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cynthia Glass', written in a cursive style.

Cynthia Glass, Acting Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: Motor Vehicle Defects and Recall Campaigns