



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

Repository

6 PM 1:00
24-APR-2007

Reference No.
10188686

OWNER INFORMATION (Type or Print)

Name _____
 Address _____
 City BRENTWOOD State CA 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 a signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
 Signature of Owner _____ Date 5/24/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
 4YDF329235D _____

Make KEYSTONE Model MONTANA Model Year 2005
 3295RK

Date Purchased 17-AUG-04 Dealer's Name and Telephone Number FOLEY RV, INC
 Original Owner Original Owner Dealer's City BURLINGTON State WA Zip Code 98233 Engine: No: Cylinders N/A Fuel Type: N/A

Transmission Type Antilock Brakes N/A Powertrain N/A
 Cruise Control N/A

Vehicle Component Code 161100 STRUCTURE: FRAME AND MEMBERS: UNDERBODY SHIELDS
 Multiple Failure: 2 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 25-FEB-2007 Failure Mileage APPROX. 8,000-9,000 Failure Speed 200 WHEN PARKED NOTICED PROBLEM

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ Tire Model (Name or Number) _____ Tire Size (Example P215/65R15) _____
 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(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

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 OWNS A 2005 KEYSTONE MONTANA. THE TRAILER WAS RAISED FOUR INCHES FROM THE TRUCK BED WHEN NORMALLY IT WAS RAISED EIGHT INCHES. THE FAILURE WAS DUE TO THE FRAME WORK BEING CRACKED. THE CAMPER WAS REPAIRED. HOWEVER, IT FAILED AGAIN, AND WAS CURRENTLY BEING REPAIRED. THE CONTACT HAS PICTURES AND REPAIR INVOICES. THE FAILURE AND CURRENT MILEAGES WERE UNKNOWN. *AK-

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

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.

JUNE 3, 2007 REFERENCE NO. 10188686

YOU SHOULD HAVE RECEIVED A PACKET THE LAST WEEK OF MAY CONCERNING THIS COMPLAINT. I AM SENDING SOME ADDITIONAL INFORMATION IN THIS PACKET.

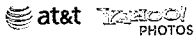
HOPEFULLY THIS INFORMATION WILL HELP.

P.S. IF YOU DID NOT RECEIVE THE FIRST PACKET, PLEASE LET ME KNOW.

THANK YOU

[REDACTED]
[REDACTED]
BRENTWOOD, CALIF. [REDACTED]

AT&T Yahoo! Mail



Welcome, edburke17@sbcglo...
[Sign Out, My Account]

Search: _____ **Web Search**
All My Photos View Cart Help

- Home
- Prints & Gifts
- View Cart
- Settings
- Help ▾

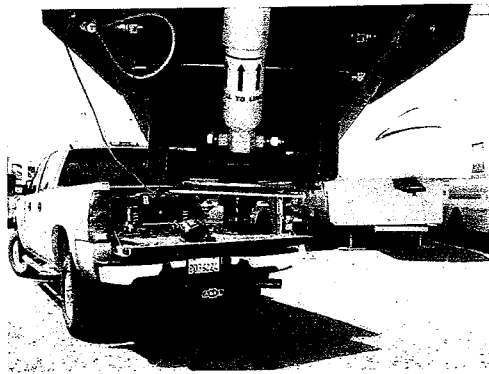
Search My Tags... **Go**

Upload Photos

- All My Photos
- My Albums
 - Montana King Pin...
 - Top Rated
 - Uploaded Today
- My Tags
- My Friends' Photos

5/30/07 angle of pin box (81 of 89 from Montana King Pin Box 2007)
 Left side higher than right. Burke photo

- Slideshow
- Create
- Share
- Edit
- Prints & Gifts
- Download



My Rating

Sharing Permissions
Private
(Edit)

Tags [9]
This photo has no tags yet.
(Add)

Comments
There are no comments yet.

Photo Details
 image size: 1280x960 pixels
 Prints best up to: 5x7 Print
 Camera: FUJIFILM
 FinePix2800ZC004
 Date uploaded: June 1, 2007
 More details

Don't want Grandma to see?



You can mark your photos public or private with Yahoo! Photos.

Comments

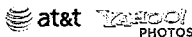
Add Your Comment: _____

Post

Copyright 2007 © Yahoo! Inc. Privacy Policy | Terms of Service | Send Feedback | Help

A FRIEND OF MINE CAME TO LOOK AT THE MONTANA
AND NOTICED THE PIN BOX WAS NOT LEVEL. THE LEFT
SIDE WAS HIGHER THAN THE RIGHT SIDE.

AT&T Yahoo! Mail



Welcome, edburke17@sbcglo...
(Sign Out, My Account)

Search:

Web Search

All My Photos View Cart Help

Home Prints & Gifts View Cart Settings Help

Search My Tags... Go

Upload Photos

5/30/07 angle of hitch & pin box (82 of 89 from Montana King Pin Box 2007)



All My Photos

My Albums

Montana King Pin ...

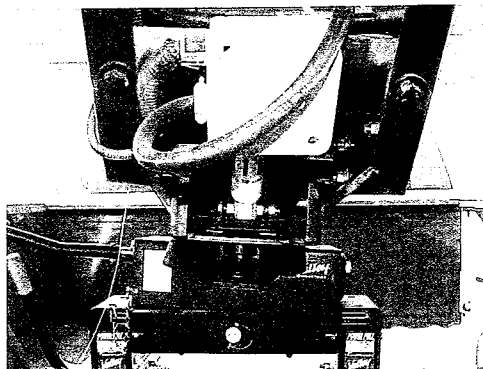
Top Rated

Uploaded Today

My Tags

My Friends' Photos

Slideshow Create Share Edit Prints & Gifts Download



My Rating

Sharing Permissions

Private
(Edit)

Tags [?]

This photo has no Tags yet.
(Add)

Comments

There are no comments yet

Photo Details

Image size: 1280x850 pixels
Prints best up to: 5x7 Print
Camera: FUJIFILM
FinePix2800ZOOM
Date uploaded: June 1, 2007
View details

Be a Sharper Shooter



Watch the Premiere Episodes of SNAP

Comments

Add Your Comment:

Text input field for adding a comment.

Post

Copyright 2007 © Yahoo! Inc. Privacy Policy Terms of Service Send Feedback Help

NOTICE THE HITCH IS TILTED. THE LEFT SIDE IS HIGHER THAN THE RIGHT SIDE. THE PIN BOX IS HIGHER ON THE LEFT SIDE. SOMETHING IS SPRUNG IN THE METAL FRAME. AS THE PIN BOX AND HITCH SHOULD BE LEVEL

THE HITCH IS TILTED JUST ABOUT IT'S LIMIT. THIS IS NOT CORRECT AND IN ANYWAY SAFE TO TOW.

Print Page | Close Window

Cracked Xmember Bar

Printed from: Montana Owner's Club Discussion Forum

Topic URL: http://montanaadministrator.forumco.com/topic.asp?TOPIC_ID=21638

Printed on: May 31 2007

Topic:

Topic author: Diamond

Subject: Cracked Xmember Bar

Posted on: Apr 21 2007 4:30:54 PM

Message:

Recently while we were in the LA area we were pulling into our campground and noticed that the front belly of our Montana was about 2" off the bed rails of our truck, not the normal 6-8". After getting unhitched we called Keystone and were told we needed to call Lippert. @Lippert told us not to move the RV and they would send out a tech rep to look at the problem. When the tech rep looked up into our pinbox he could see a crack in the middle of the 2"Dx6"Hx88"W front Xmember Bar that runs under your front bedroom closet just across the top of the pinbox. He said it could not be repaired at the campground and it would not be safe to try to take the RV to the Lippert factory in LA. We found an RV repair shop that was just a few miles away, so we SLOWLY drove the RV to the repair shop.

When the front cap was removed, we as well as the tech rep were shocked to see the size of the crack. The crack was 5" long in the 6" high bar. We were told by the tech rep that this crack did not just occur overnight, but took some time to get this way. The entire Xmember Bar had to be replaced, plus some additional triangular gussets and tubes were added at our expense since our Big Sky is a 2004 and the frame is out of warranty. Has anyone else had this crack occur in their Xmember Bar and if so how was it handled by Keystone?



Replies:

Reply author: jrgwdenner

Replied on: Apr 21 2007 5:24:27 PM

Message:

Jack and Ruth, we cannot say specifically that this was our problem but when we went to the factory in Goshen, they tested our frame by lifting the front with a forklift and then scheduled us for an immediate repair. They said they wouldn't let us leave before it was fixed. Our frame was also reinforced by Keystone.

Reply author: Montana Sky

Replied on: Apr 21 2007 6:39:26 PM

Message:

Ruth and Jack,

I have not experienced any cracking or frame flex on my 04. However, I am happy to hear you found this problem while in the campground and not out on the open road when the damage could have been disastrous.

Reply author: Delaine and Lindy

Replied on: Apr 21 2007 7:44:41 PM

Message:

Diamond, I would be on the phone with Keystone and explain the problem. Its very possible you might be able to recover some of your cost of repair. Even if the warranty is out its possible they know about your problem. Its worth a try....GBY....

If Keystone doesn't help, I then would go to Lippert. Someone should stand behind their product????

Reply author: mobilrvn

Replied on: Apr 22 2007 1:39:49 PM

Message:

Lippert has had many similar problems through out the RV industry with their frames, especially during this time period. It just isn't with Keystone products. We had the dreaded "frame-flex" problem with our 2004. We are still suffering from the poor job Montana did in repairing everything that went wrong because of it.

Good Luck!

Reply author: Diamond

Replied on: Apr 25 2007 11:13:13 PM

Message:



I'm not sure anyone has had the break that we have had in a frame support beam. Most frame complaints seem to be broken frame welds. Here is a photo of what was discovered when the front nose skin was removed. Keystone/Lippert told us it was out of warranty and our responsibility yet the unit was not even 3 years old. What do you think?

Reply author: jrgwdenner

Replied on: Apr 26 2007 09:27:01 AM

Message:

Why would they take responsibility for broken welds, but not a cracked frame? Strange and irresponsible, I think.

Reply author: HamRad

Replied on: Apr 28 2007 02:15:20 AM

Message:

I believe we were told that the frame lippert makes has 5 year warranty on it. So if it is only 3 years old you still have a couple of years to go! I'd question them about this issue. Besides something this serious should be covered for the life of the entire product!

Good luck.

HamRad

HamRad

Reply author: campbud

Replied on: Apr 28 2007 5:22:31 PM

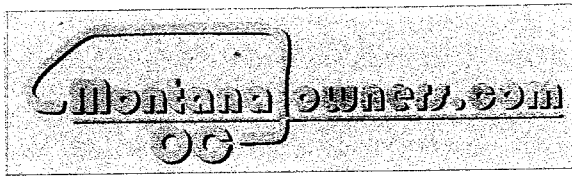
Message:

I would also think that this would be covered. Gosh, I am glad they found it before something bad happened. Please keep us update on this.

Montana Owner's Club Discussion Forum : <http://montanaadministrator.forumco.com/>

© Copyright 2002 ForumCo.com

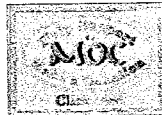
Close Window



Montana Owner's Club Discussion Forum

- Home | Profile | Register | Active Topics | Active Polls | My Subscriptions | Members | Private Messages | Search | FAQ

You are logged on as ed and carole



- All Forums
- Diamond's Profile

User Profile

Member Since: Dec 16 2003

Diamond

My Picture



Click image for full picture

Avatar



My Contact Info

E-mail User: Click to send an E-Mail

PM User: PM Diamond

Recent Topics

No Matches Found...

Basics

User Name: Diamond MOC-715

Real Name: [Redacted]

Location: Waleska, GA USA

Age: 61

Marital Status: Married

Gender: Male

Occupation: Retired

Total Posts: 38

[0.03 posts per day] Find all non-archived posts by Diamond

More About Me

Latest News: Fulltiming as of April 1, 2004


Links

Homepage: No homepage specified...

Cool Links: No link specified...

Back to previous page

Montana Owner's Club Discussion Forum

© Copyright 2002 ForumCo.com 

This page was generated in 0.44 seconds.

Snitz Forums 2000



Powered by ForumCo 2000-2005

[Print Page](#) | [Close Window](#)

Cracked Welds...aaarrgggghhh!

Printed from: Montana Owner's Club Discussion Forum

Topic URL: http://montanaadministrator.forumco.com/topic.asp?TOPIC_ID=21829

Printed on: May 28 2007

Topic:

Topic author: noneck

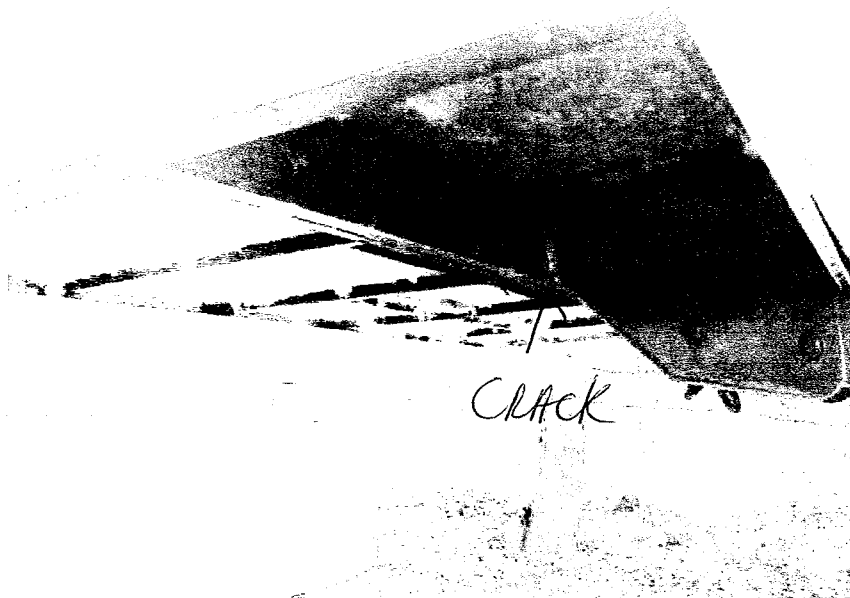
Subject: Cracked Welds...aaarrgggghhh!

Posted on: Apr 30 2007 7:15:02 PM

Message:

Well, Pulled the belly pan on the old Montana to prepare fix on minor cracks at pinbox. Had this issue with TV cabinet splintered roof panel at end of last year...now I know why! Looks like a poor method for supporting the side walls? I'm the second owner on this unit and its a 2002 so know this is my problem...hence my argh in subject line.

Belly Pan removed

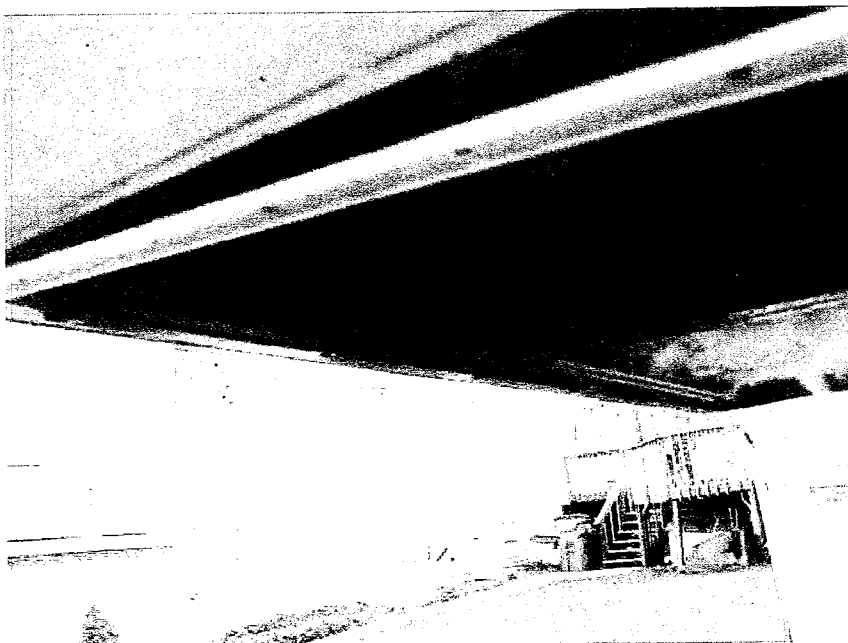


The minor crack



The argh, moment....

RIGHT REAR OF PIN BOX



Ok, Its not so clear with this picture but it was an attempt to show the full length of the issue where a strip of steel is welded along the main gussett and is intended to hold the weight of the entire wall! One last time argh!

Replies:

Reply author: bsmeaton

Replied on: Apr 30 2007 8:10:10 PM

Message:

So sorry to hear noneck!

The side welds are the classic issue. The pinbox weld is a little more scary and I don't think was as common!

Reply author: noneck

Replied on: Apr 30 2007 8:29:37 PM

Message:

Thanks Brad,

I'm looking for someone to tell me if there is a specific fix for this or do I just jack the side-panel back to alignment and put a continuous bead down that plate?

The pin-box crack has been wire brushed by me in prep for touch-up as I believe its an original "pop" that was there for many years.

Reply author: DHenry
Replied on: Apr 30 2007 8:37:41 PM
Message:

Have you contacted Keystone? They have specific directions for dealers to repair cracks and reinforcing the frame to prevent it from happening again.

Reply author: noneck
Replied on: Apr 30 2007 8:56:05 PM
Message:

Hi Doug,
No...mostly because I'm the trailer's second owner and its 2002 unit. Been reading alot of posts here and suggests both of these make it not likely to be covered.

I'm also in the Dometic listing as well, so the darn fridge needs a fix too.

Reply author: bsmeaton
Replied on: Apr 30 2007 9:02:07 PM
Message:

I agree with Doug - I would contact keystone anyway. At the very least, you can find out what the fix is. Beyond the welds you are talking about along the side, I believe they put plates in the LP compartment as well as up front behind the nose cap.

Doug has some pics of the LP compartment.

Reply author: Fordzilla
Replied on: May 01 2007 04:50:27 AM
Message:

I was a second owner and had frame flex around the king pin and front overhang and Darrell and the gang at the service center fixed me up great. I was just starting to get caulking pulling apart when I hitched and unhitched and had little movement inside the trailer. But they added a bunch more metal around the kingpin and down the sides to reinforce everything and it is holding up great so far.

Reply author: Sunshine
Replied on: May 05 2007 11:38:54 AM
Message:

We also are second owners and last fall in Goshen Keystone service center redid the front of the Monty

due to frame flexing - no charge.

Reply author: noneck

Replied on: May 05 2007 12:33:44 PM

Message:

Well, Called Keystone and was told not covered as I am second owner, suggested I call Lippert and gave me the phone number. Called Lippert and talked to Mike who requested I send him some pictures. At the very least I told him if he could provide a recommended fix I could at least consider replicating it. Will let you know what his reply is...stay tuned.

Reply author: noneck

Replied on: May 09 2007 8:13:54 PM

Message:

Ok, Last entry on this frame crack issue. Mike Locke with Lippert also responded that since my unit is a 2002 it is out of warranty. I had also asked for recommendation on what Lippert does to repair this failure and he provided this response;

"Chuck

As your unit was built in 2002 this would not be a warranty issue. I'll explain what needs to be done to fix it. The cracks of course need to be sealed and reinforce with all the weight on the pin. I would also recommend reinforcing the corners with 1/4 inch gussets and run angle brackets down the side rails of the upper deck. Both should be 11 gauge steel."

Trying to stay a happy camper.

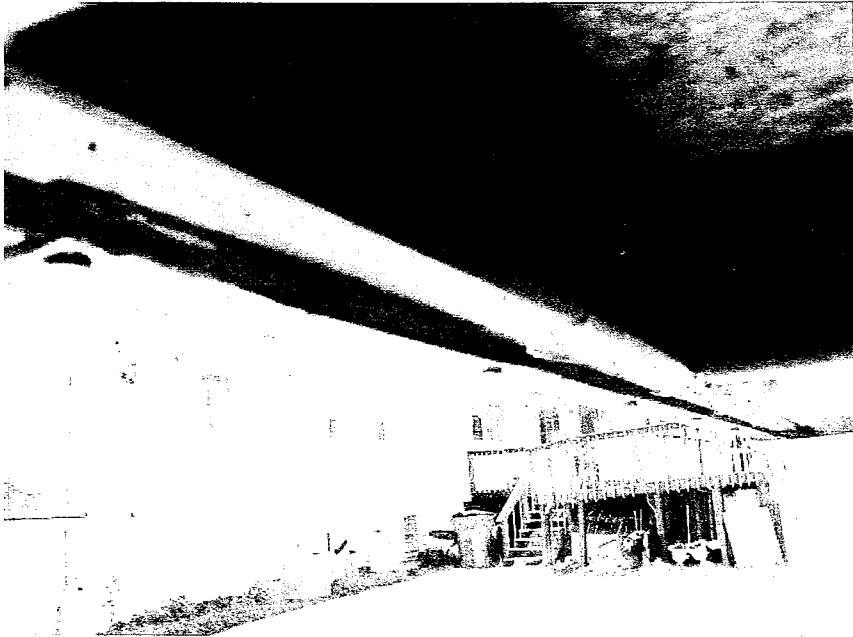
Reply author: noneck

Replied on: May 21 2007 9:57:36 PM

Message:

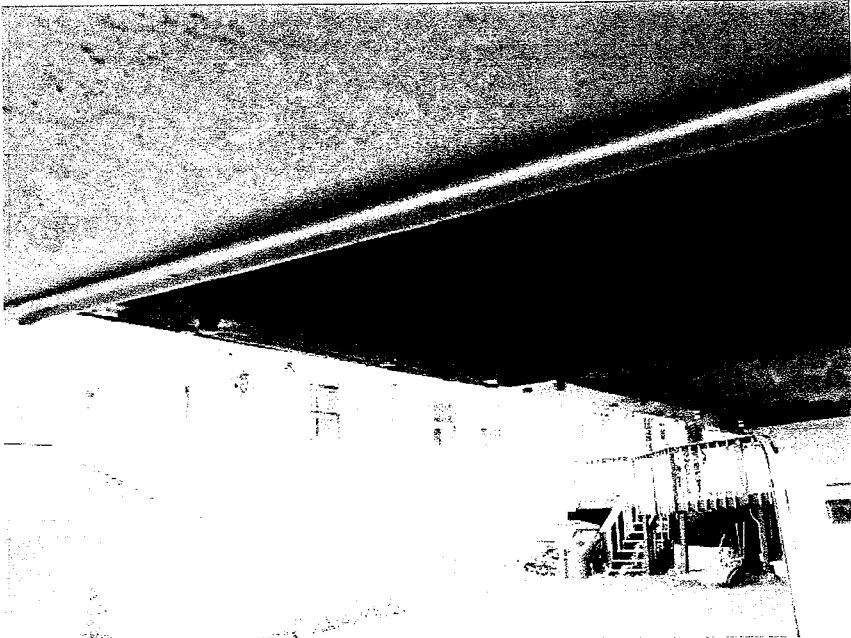
Ok, One last post on this topic. Completed the repairs for side rails...

BEFORE



AFTER

BEFORE



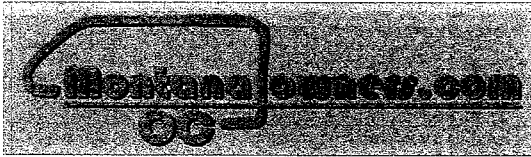
I used 1/4 inch angle iron on the front 20" section so I can sleep at night knowing it won't fail again...

AFTER

Montana Owner's Club Discussion Forum : <http://montanaadministrator.forumco.com/>

© Copyright 2002 ForumCo.com

Close Window



Montana Owner's Club Discussion Forum

Home | Profile | Register | Active Topics | Active Polls | My Subscriptions | Members | Private Messages | Search | FAQ

You are logged on as ed and carole



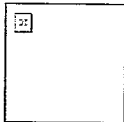
- All Forums
- noneck's Profile

User Profile

Member Since: Sep 11 2006

noneck

Avatar



My Contact Info

E-mail User: Click to send an E-Mail

PM User: noneck

AIM: cjtaft

Recent Topics

- We're here
- Trouble Shooting my Converter
- Add a window
- shimmie,shimmie,shake
- Newbie's first post regarding hitch choice
- Pros and Cons of dish tripod
- A/C not working
- ** Is This a Problem? **
- Ground Fault Interrupter "HELP"
- Warning about fuel pumps !!!!!!!!!!!!!!!!!!!!!!!

Basics

User Name: noneck MOC-6263

Real Name: [REDACTED]

Location: Wappingers Falls, NY USA

Age: 49

Marital Status: Married

Gender: Male

Occupation: Semiconductor Manufacturing

Total Posts: 323

[1.24 posts per day]

Find all non-archived posts by noneck

More About Me

Hobbies: RVing, NASCAR, computers, photography

Links

Homepage: http://foxweb.marist.edu/users/charles.taft/

Cool Links: No link specified...

Back to previous page

Montana Owner's Club Discussion Forum

© Copyright 2002 ForumCo.com

This page was generated in 1.69 seconds.

Snitz Forums_2000



Powered by ForumCo 2000-2005