



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) 2008 MAR - 4 AM 8-19 15-FEB-2008 INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository

Reference No. 10218119

OWNER INFORMATION (Type or Print)

Name, Address, City, State, Zip Code

Daytime Telephone Number, Evening Telephone Number, E-mail Address

Do you authorize NHTSA to use your name or address to the vehicle manufacturer? [X] YES [X] NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number, Make, Model, Model Year, Date Purchased, Dealer's Name and Telephone Number, Engine, Fuel Type, Original Owner, Dealer's City, State, Zip Code, Transmission Type, Antilock Brakes, Powertrain, Vehicle Component Code, Multiple Failure

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s), Failure Mileage, Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make, Tire Model (Name or Number), Tire Size, DOT No., 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, Fire, Number of Persons Injured, Number of Deaths, Reported to Police

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 2006 KEYSTONE SPRINGDALE. THE CONTACT STATED THAT THERE ARE FUMES INSIDE THE VEHICLE THAT BURN HER EYES. THE DEALER STATED THAT THE CAUSE MAY BE FORMALDEHYDE AND RECOMMENDED THAT SHE AIR OUT THE VEHICLE. THE WINDOWS HAVE BEEN CRACKED AND THE DOORS OPENED SINCE AUGUST OF 2006, BUT THE FUMES ARE STILL PRESENT. THE CONTACT BELIEVES THE FUMES ARE COMING FROM THE CARPET AND WOOD. NO OTHER VEHICLE INFORMATION WAS AVAILABLE. Not only Burns Eyes, but causes breathing problems. My husband and I have spoken with the salesman more than once about the problem.

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.

February 20, 2008

[REDACTED]
Plain Dealing, LA
[REDACTED]

Mr. Ron J. French
President & C.E.O.
Keystone RV Company
2642 Hackberry Drive
Goshen, Indiana 46526

Dear Sirs:

We are writing concerning our 2006 Keystone Travel Trailer. We purchased our trailer on August 18, 2006. The travel trailer has had fumes that are so strong, since the date of purchase to this date, that we are not able to use it as much as we would like. We have aired the trailer out ever since its purchase and the fumes are still strong. We have take the problem to the dealer, Southern RV of Bossier City, Louisiana, and they just keep saying that they just open it on the lot and "air it out". This is not working. The trailer has been aired out for over a year and a half and it has not improved, especially during the hot weather. It causes my wife difficulty breathing. The windows have to be open and air conditioning has to be on the highest setting on cool. The fumes are not as bad on cooler days, but they are still there.

We have had several travel trailers in the past and have never had this problem before. We would like to be able to use our RV, but do not feel it is safe to breath. When speaking to the salesman at Southern RV, he agreed that it is formaldehyde and it should dissipate on it's on, but, it is not. We feel, knowing what is causing the fumes, we could not, nor should not sell the RV.

Mr. French will you please assist us with this problem. We would like a replacement of the travel trailer, with one that does not have the fumes, or reimbursement of the funds we invested in the trailer. The exact description of the trailer is 2006 Springdale 260 TBL Ser#4YDT26025 [REDACTED]

Sincerely,
[REDACTED]

cc: Mr. H. Coleman Davis
Chairman & Chief Ex. Officer
Keystone RV Company
2642 Hackberry Dr.
Goshen, Indiana 46526

cc: Southern RV Supercenter
3625 Industrial
Bossier City, LA 71112
cc: The Sierra Club, Legislative Office
408 C St. N. E.
Washington, D. C. 20002