



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 05-AUG-2008

Repository Reference No. 10237018

2008 OCT -2 AM 11:12

OWNER INFORMATION (Type or Print)

Name, Address, City (SUMNER), State (IL), Zip Code

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

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number (4YDF35020), Make (KEYSTONE), Model (MONTANA 5th wheel CAMPER), Model Year (2007), Date Purchased (MARCH, 07), Dealer's Name (Walnut Ridge Family RV), Dealer's City (New Castle), State (IN), Zip Code, Engine: No: Cylinders, Fuel Type, Transmission Type, Antilock Brakes, Cruise Control, Powertrain, Vehicle Component Code (022000 SUSPENSION:REAR), Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) (14-JUL-2008), Failure Mileage (2,600 miles), Failure Speed (50 mph), See attached. Tex came out of spring shackle. Axle slid back on Right side of camper

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 2007 KEYSTONE MONTANA FIFTH WHEEL TRAILER. WHILE DRIVING ON A TWO-LANE ROAD AT AN UNKNOWN SPEED, THE CONTACT NOTICED PLASTIC AND METAL PIECES FLYING TOWARDS HER VEHICLE FROM UNDERNEATH THE PRECEDING TRAILER. THE REAR OF THE TRAILER BEGAN TO SWERVE AND WHIPPED AROUND AS IF IT WOULD TURN OVER. THE TRAILER CLIPPED A METAL POST ON THE SIDE OF THE ROAD. THE CONTACT'S HUSBAND WAS ABLE TO STOP THE VEHICLE AND PREVENT HARM. A MECHANIC WAS SENT BY ROADSIDE ASSISTANCE AND DISCOVERED THAT THE CENTER SHACKLE PIN CAME OUT OF THE SPRINGS, WHICH CAUSED THE AXLE ON THE PASSENGER SIDE TO SWIPE BACK ON THE SPRING SHACKLE LEAF. CONSEQUENTLY, THE WHEEL WAS WEDGED UNDER THE WHEEL WELL, WHICH LED TO UNEXPECTED FAILURE. THE MECHANIC WAS ABLE TO HELP THE CONTACT GET THE TRAILER TO A SALES DEALER. HER HUSBAND NOTICED THAT THERE WAS AN ISSUE WITH THE BOLT AND NUT WHICH SEEMED TO ALSO LEAD TO THE AXLE FAILURE. SHE CONSULTED THE AXLE MANUFACTURER AND ASKED FOR A HEAVIER AXLE, BUT THE MANUFACTURER REFUSED. THE FAILURE MILEAGE WAS UNKNOWN.

See typed corrected 3 pages regarding incident.

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 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.

See Repair report explanation 3 pages attached

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See typed attached 3 pages

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



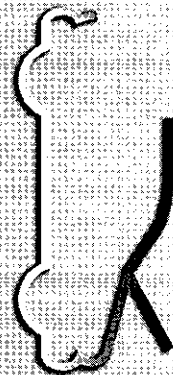
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



**Think your vehicle
has a safety defect?**



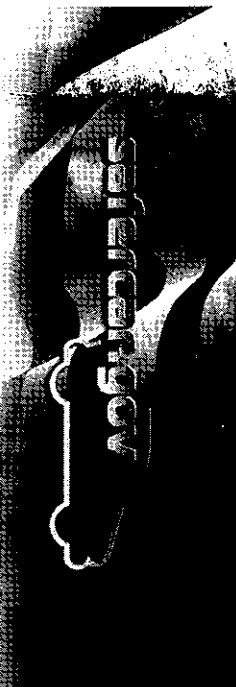
**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





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

05-AUG-2008

Repository

Reference No. 10237018

OWNER INFORMATION (Type or Print)

Name

Address

City SUMNER

State IL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Cell

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO

Signature of Owner

Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4YDF350207

Make

KEYSTONE

Model

MONTANA 5th Wheel CAMPER

Model Year

2007

Date Purchased MARCH, 07

Dealer's Name and Telephone Number

Walnut Ridge Family RV 765-533-2288 805-667-8227

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

New Castle

State

IN

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Vehicle Component Code

022000 SUSPENSION: REAR

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 14-JUL-2008

Failure Mileage 3,600 miles

Failure Speed 50 mph

See attached. Tire came out of springs shackle. Axle slid back on right side of camper

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 2007 KEYSTONE MONTANA FIFTH WHEEL TRAILER. WHILE DRIVING ON A TWO-LANE ROAD AT AN UNKNOWN SPEED, THE CONTACT NOTICED PLASTIC AND METAL PIECES FLYING TOWARDS HER VEHICLE FROM UNDERNEATH THE PRECEDING TRAILER. THE REAR OF THE TRAILER BEGAN TO SWERVE AND WHIPPED AROUND AS IF IT WOULD TURN OVER. THE TRAILER CLIPPED A METAL POST ON THE SIDE OF THE ROAD. THE CONTACT'S HUSBAND WAS ABLE TO STOP THE VEHICLE AND PREVENT HARM. A MECHANIC WAS SENT BY ROADSIDE ASSISTANCE AND DISCOVERED THAT THE CENTER SHACKLE PIN CAME OUT OF THE SPRINGS, WHICH CAUSED THE AXLE ON THE PASSENGER SIDE TO SWIPE BACK ON THE SPRING SHACKLE LEAF. CONSEQUENTLY, THE WHEEL WAS WEDGED UNDER THE WHEEL WELL, WHICH LED TO UNEXPECTED FAILURE. THE MECHANIC WAS ABLE TO HELP THE CONTACT GET THE TRAILER TO A SALES DEALER. HER HUSBAND NOTICED THAT THERE WAS AN ISSUE WITH THE BOLT AND NUT WHICH SEEMED TO ALSO LEAD TO THE AXLE FAILURE. SHE CONSULTED THE AXLE MANUFACTURER AND ASKED FOR A HEAVIER AXLE, BUT THE MANUFACTURER REFUSED. THE FAILURE MILEAGE WAS UNKNOWN.

See typed corrected 3 pages regarding incident.

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 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.

See Repair
3 pages
attached

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See typed attached 3 pages

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 New Jersey Avenue SE.
Washington, D.C. 20077-9382

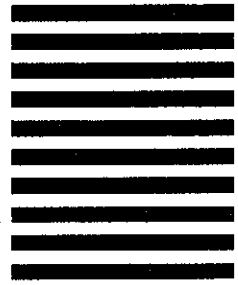
Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Narrative Description of Incident

I was following my husband (July 14, 2008) who was driving a 2007 Montana 3500 RL 5th wheel camper (37'). I was driving a Toyota Pyrius & we were on a dual lane state road in Michigan. Metal & plastic pieces starting flying toward me with smoke coming out from under camper. We were leaving Michigan after visiting family and had just returned from North Carolina Mountains. The rear of the camper swerved quickly to right side of the road almost causing my husband to have an accident. The camper clipped a steel post along the side of the road but my husband did get the camper stopped and was able to keep it from turning over in the ditch along side the road.

Walnut Ridge Family RV checked camper March 31, 08 prior warranty running out.

My husband called for assistance from Good Sam Roadside Service. They sent mechanic from BruMar Truck and Trailer LLC. s My husband and the mechanic reviewed both around and under the camper. The mechanic stated the center shackle pin came out of the springs and let the axle slide back on spring shackle leaf & wedged under the right back camper wheel well which caused camper to go out of control.

The roadside mechanic jacked the camper up using 2 hydraulic jacks. He removed the wheel & tire on axle that had slid back, slid axle to rightful position, put back in leaf springs my husband had picked up along the road and replaced bolt with nut at top rather than at the bottom so bolt could not get out again. It took two hours for roadside mechanic to get camper where we could move it. Cost was \$90.00/per hour.

We contacted Walnut Ridge Family RV where camper purchased. . We took camper to them and worked with a service advisor, [REDACTED] as well as [REDACTED] Owner.

They contacted Dexter Axle & Keystone on Tuesday, July 15 who Keystone apparently contracts with for their axles. My husband requested a different design on the spring shackle bolt/pen & heavier leaf spring. We also ask if the camper needed a heavier axle. We requested bolt put in with nut on top instead of bottom so bolt could not get out as long as U bolts intact & you could visually see nut & tighten bolt if needed. Dexter Axle said they would not change the design as they had been with this design several years and it was government approved. Their pen system can come out if the nut comes off or is not put on the pen to start with. The same design axle was put on the camper by Dexter Axle mechanic on Friday, July 15.

Walnut Ridge Family RV mechanic and my husband felt the left hanger was bent on left side of camper on back axle. (Camper twisted around)Dexter Axle Representative ask Walnut Ridge Family RV if they had certified welder who could weld on a new hanger. They did not. Dexter Axle then said the hanger was OK and not bent.

My husband has driven large equipment and was able to get our camper stopped. Had he been in the inside lane of the dual highway the camper would have swung over and possibly hit another driver. . Had we been on a mountain road the camper would have gone off the side of the mountain. My point is someone is going be seriously injured or killed because of the axles on this camper. We plan to get under the camper before every use to try and check the bolts but we are still fearful of the situation and would like for our camper to have heavier or better designed springs installed. We also wonder about the heaviness of the axles. Our issue is with the Keystone Company and Dexter Axles not with Walnut Ridge Family RV.

Thank you for listening to our situation and we hope you will notify us as to what action you have taken.

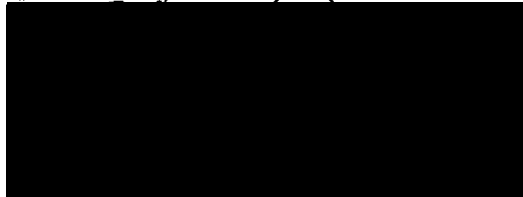
Again we plead with you to review Keystone's current axle system under their campers. My husband feels it is a serious problem that can keep on repeating and possibly will. The Michigan State Police did stop by to see if they could be of assist.

Enclosed are pictures and other material that may be helpful.

We have filed a report with National Highway Traffic Safety Commission and Federal Trade Commission. We have confirmation numbers on these calls.

We have filed a report with Indiana Attorney General Consumer Protection Commission.

Sincerely



**Sumner, IL [REDACTED]
August 5, 2008**

**Home Phone: [REDACTED]
Cell Phone: [REDACTED]**

NAME: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: Summer STATE: IL ZIP: [REDACTED]
 UNIT: [REDACTED]
 LIC. NO: [REDACTED] STATE: [REDACTED] MAKE: [REDACTED]
 E-MAIL: [REDACTED]

DATE IN	7/15	AM	SITE NO.
DATE OUT	7/16	PM	P2
CAMPING CHARGES		\$	
A/C - HEATING		\$	
SEWER		\$	
ADDITIONAL PERSON(S)		\$	
ADDITIONAL VEHICLE(S)		\$	
TOTAL DAILY CHARGES		\$	
NO. OF NIGHTS	1	x \$ 26.55	\$ 26.55
	1 Cement Pad @	4.50	\$ 4.50
SUB-TOTAL		\$	31.05
TAX		\$	1.86
TOTAL CHARGES		\$	
LESS ADVANCE DEPOSIT		\$	
BALANCE DUE & PAYABLE		\$	32.91
CLERK	<u>Paul Foub</u>		
PAID BY	<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK	<input type="checkbox"/> VISA <input checked="" type="checkbox"/> M/C

HOW DID YOU HEAR OF US?
 FIRST VISIT
 RETURN VISIT

NOTICE TO GUEST
 This property is privately owned. We reserve the right to refuse service to anyone and will not be responsible for accidents or injury to our guests or for loss of money or valuables of any kind.
 I AGREE TO READ AND TO COMPLY WITH ALL CAMPGROUND RULES AND REGULATIONS AS POSTERED ON THE GROUNDS.
 X [REDACTED]

IF YOU HAVE ANY SPECIAL NEEDS OR NEED ASSISTANCE, PLEASE CONTACT THE OFFICE.
WALNUT RIDGE CAMPGROUND
 408 North County Road 300 West
 NEW CASTLE, INDIANA 47362
 1-877-619-2559 • Fax: 1-765-533-6611

7/15/2008 10:03:35 AM Sales Receipt # 12334
 Store: 1
Walnut Ridge Campground
 408 North Co. Rd. 300 West
 New Castle, IN 47362
 765-533-6611
 1-877-61-WALLY

Cashier: Barbara

DESCRIPTION	QTY	PRICE	EXT	PRC
Overnight Camping	1	\$26.55	\$26.55	T
		D% 10.00		
CEMENT PADS	1	\$4.50	\$4.50	
		D% 10.00		
2 item(s)		Subtotal:	\$31.05	
TAXES	7.000 % Tax:		+ \$1.86	
		RECEIPT TOTAL:	\$32.91	

Credit Card \$ 32.91 MASTER
 Entry: Manual Merchant # ***
 Total Savings \$3.45

Thanks for camping with us!



KEYSTONE RV Inc.
2642 Hackberry Drive
Goshen, IN 46526
Phone: 574-535-2100

Dexter Axles
Phone: 574-296-7278



www.walnutridgerv.com

Travis Tinch

Service Advisor
ext. 201

Phone: (800) 607-8827

(765) 533-2288

Fax: (765) 533-3610

87 N. CR 300W
New Castle, IN 47362

ttinch@walnutridgerv.com

BRUMAR TRUCK & TRAILER LLC

INVOICE

1098 M-89
 Allegan MI 49010
 Phone 269-686-0777

DATE 7-14-08

TO: [REDACTED]
 [REDACTED]
 Summer II
 [REDACTED]

COMMENTS OR SPECIAL INSTRUCTIONS:

SALESPERSON	VIN	Unit #	Mileage	Plate #	TERMS
J. HALLIDAY					Due on receipt

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
2	Hours to repair broken u-bolt and centre pin on springs. must get new U-bolts + centre pin on both axles.	90.00	180

SUBTOTAL	/
SALES TAX	
TOTAL DUE	180.00

REF # 01297B

ORIGINAL

Direct Sale Invoice
BruMar Truck & Trailer LLC

Invoice No: 000000005463

Shop: BRUMAR

Invoice Dt: 7/14/2008

PO No:

Customer ID: [REDACTED]

Payment Method:

Purchased by:

[REDACTED]
Sumner, IL [REDACTED]

Remit To:

BruMar Truck & Trailer LLC
1098 M-89
Allegan, MI 49010
Fax: 269-686-0888
dale@brumarservices.com

Phone: 269-686-0777

Ext:

Customer Phone: [REDACTED]

Ext:

Fax:

Comments:

Customer Bill For Road America Call
PO # [REDACTED]
Repair Broken U Bolts And Center Pin
Retightend all other bolts as were loose
customer will take unit to have repaired at his home

Labor Charges	Description	Hours	Rate	Total
	Service Call Labor	2	90.00	180.00

Total Parts Issued:		0.00
Total Labor Hours:		2.00
Total Part Charges:	\$	0.00
Total Labor Charges:		180.00
Total Service Charges:		0.00
SubTotal:	\$	180.00
Taxes:		0.00
Fees:		0.00
Invoice Total:	\$	180.00
Amt Paid:		0.00
Balance Due:	\$	180.00

Love the layout. The kitchen is one of the best we have seen. Also, a king bed and great living room layout. Have had about \$1500 to \$2000 worth of warranty work. Dealers have been great, except the dealer in Las Vegas won't do warranty work unless you buy from him. Everything has been fixed we asked. Our refrigerator door broke and fell off - hinge broke. But that was Dometic not a Montana problem. There was a gas leak that should have never been there. Basicly poor workmanship was the problem on many items. There are a lot of little things, such as light switches in bad places, not enough light in the kitchen, etc. However, our main gripe is the air/heating control. It is a remote control and we absolutly hate it. It is simply to small to read and tell the difference between settings and to change the temp. you have to button through each number. Give me the old fashioned wall control. The sound system is poor. They need to make it so one can get to the back of the TV so you can add components. Rating: 4/5. Buy again?: Yes. Other comments: If it were not for the good dealer network I would not buy again, but they have been great in fixing everything very well and treating me well. We are finding that almost all new units have problems, so I guess no matter what one buys you need to expect warranty work.

RE: Montana 3400RI. by Keystone

Bob

What problems did you have with the sound system? I have a 2 month old 3475 and have had the same experience. Lots of minor problems

Overall Rating		
Product Rating	Dealer Rating	Manufacturer Rating
★★	★★★★★	★★★
0 stars = not rated; 1 star = Unacceptable; 2 stars = Poor; 3 stars = Average; 4 stars = Outstanding; 5 stars = Great		

says . . . We bought a Brand New 2006 3295RK. We have been traveling in it full time now for 9 months. The cosmetic aspect of it is beautiful, however have had some problems. We have replaced the microwave/ 1/2 time oven 4 times in this 9 months, my mother in law, who purchased a brand new montana 3400 at the same exact time we bought ours, and she also has replaced her same exact microwave / 1/2 time oven 4 times! Keystone RV has been great about replacing it, however, that would be expected in the first year anyhow. Each time it has take atleast 2 weeks to recieve the replacement. i have purchased the extended warranty, however, i am worried about how many more times i will be responsible for replacing this item. Also, there is some kind of computer that is in the air condition that allows you to use your remote control thermostat, i have replaced that once, as well as another woman i have meet that is staying in the same rv park that we are in. So be Careful!! Think about how long & how often you plan on using this product before your purchase!

Product Rating	Dealer Rating	Manufacturer Rating
★★★★★	★★	★★★
0 stars = not rated; 1 star = Unacceptable; 2 stars = Poor; 3 stars = Average; 4 stars = Outstanding; 5 stars = Great		

says . . . We purchased the Montana 3255 5th Wheel twin slide out new in June of 2000. Had numerous small problems but none that could not be eventually resolved. On 3/29/01, while driving on the highway, the rear spring shackles broke out of the frame allowing the

rear axle to snap forward and contact the front axle. The end result was a bent and twisted frame, bent axles, ruined tires, twisted and inoperative slide out, bent shocks, a converter ripped out of the wall and numerous other problems. Come to find out, there was a recall by Keystone and Lippert, the frame maker, on this defective frame problem in October of 2000. You may find our ratings somewhat puzzling under the circumstances but we found the overall quality of the Montana to be superior to anything we looked at in its price range (35 to 50K loaded). It simply had a single fatal flaw. Update 4/16/01 Keystone has agreed to replace this trailer with a new one. Details are yet to be finalized. Update 5/7/01 Received replacement several days ago. Lots of improvements on the 2001 models and the frame situation has certainly been addressed. Much heavier bracing at the shackles. See more at <http://dpipro.com/montana>

Reviewer: c-g rausch
 City-State: winamac,in.
 Dealer: bonners rv
 Dealer City State: muskegan,mi
 Posted: Thursday-May-02-2002

Overall Rating		
Product Rating	Dealer Rating	Manufacturer Rating
★	★	★
0 stars = not rated; 1 star = Unacceptable; 2 stars = Poor; 3 stars = Average; 4 stars = Outstanding; 5 stars = Great		

says . . . same frame problems as everyone has had with keystone products. major trailer damage,walls colapsed,springs tore out at shackles. I need e mails from everyone who has had similar experience. Keystone has decided that they don't want to stand behind their product. We need some help from other people who have had to deal with them and bad frames ruining their rv's.

Product Rating	Dealer Rating	Manufacturer Rating
★★★★	★★★★★	★★★
0 stars = not rated; 1 star = Unacceptable; 2 stars = Poor; 3 stars = Average; 4 stars = Outstanding; 5 stars = Great		

says . . . My first RV,did a lot of looking,knowing we wanted one to be comfortable Snowbirding in for 4 months. Chose the Montana t/ Mountaineer 32RBS,rear bedroom, two slides.Ten gal hot water tank is best,with the gas on and elect.preheat,we never ran out of hot showering.Stall shower is great,as well recomend to get larger oven. Down side of this mfg.and or venders of materials used: the bench cushions were butt worn in 3 short trips,of our "shakedown".The minor items we found were easily taken care of by Gresham RV,no problems. On the long haul,loaded up for the winter,while at an overnite enroute the GFI went out,after much searching,circuit panel etc.,found after taking the GFI out of the wall that the wires had never been secured at the factory. The storage drawer under bench seat became hard to close,after taking seat apart,found the wood runners,were make of poor quality wood and had split. The RCA am/fm cd/tape works ok if you can figure out how to program it,everytime you hookup to 110v. No out side antena on the trailer,so the radio is worthless. I removed the microwave,and found that

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

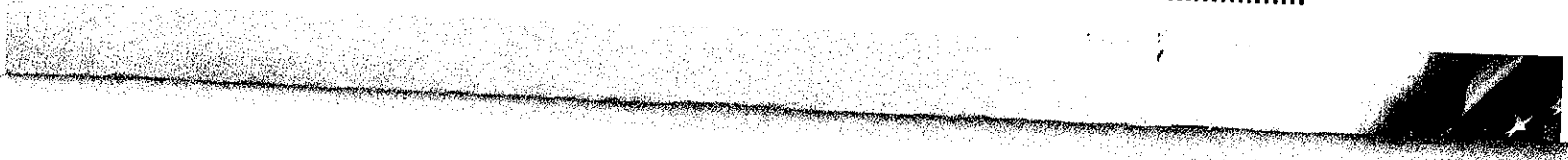


**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**





Axle resting on hanger after sliding back



Axle slid back on spring shackle



**Axle resting on hanger after sliding back and
Shows 2 shorter leaf springs as they were gone & laying on road**





Distant picture of axle slid back on spring shackle



Another view of how axle slid back



View of steel post that camper hit while trying go off road



Another angle showing view of axle slid back under camper



Picture of exterior damage to camper



Another view from front of camper showing how it was tracking severely to Right side as back tires locked up under camper.



**Picture where driver finally got camper stopped prior being
Dragged into ditch.**

[REDACTED]
Sumner, IL [REDACTED]
Phone/Fax: [REDACTED]
Cell: [REDACTED]
E-Mail: [REDACTED]

[REDACTED]
Sumner, IL [REDACTED]
Phone/Fax: [REDACTED]
Cell: [REDACTED]
E-Mail: [REDACTED]