

NVS-200

CL-10256828-9199

[REDACTED]
[REDACTED]
DANA POINT, CA [REDACTED]
[REDACTED]

2009 JAN 28 PM 4:35

January 9, 2009

National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

To Whom It May Concern:

Enclosed is a letter and photographs of our 2008 Raptor 3600RL. I have written to the president of the Keystone RV Company, and also to you.

We believe there is a Serious Safety problem with the rockers and hardware and axles on the Raptor units, not just ours, but others as well and perhaps you might want to look into the problem. We believe they are too lightweight to carry the load that is being put onto them. I'm sure you have also noticed that I have also sent the same letter and package to all Companies Concerned, not just who we bought the 5th Wheel from.

If you have any technical questions you would like to ask after reading this letter and entire package, please do not hesitate to call my husband, [REDACTED], he is home most of the day.

Thank you in advance for your anticipated cooperation regarding this potentially serious safety problem.

Sincerely, [REDACTED]

Dana Point Shipyard, Facility Manager

AA
4:36
1/28/09
NJS

[REDACTED]
[REDACTED]
DANA POINT, CA [REDACTED]
[REDACTED]

January 8, 2009

Tim Nusbaum, General Manager
Keystone RV Company
2425 Davis Drive
Goshen, Indiana 46526

Dear Mr. Nusbaum,

This letter is regarding our 2008 Raptor 3600RL Toy hauler, VIN # 4YDF360348 [REDACTED]. Let me first say, that we absolutely love our 5th wheel. We bought this particular model because we plan to retire with it, and it will be paid for right about the time we plan to retire. We bought our rig in November of 2007, it is a 2008 model. We have put numerous upgrades into the rig, i.e. Automatic satellite finder, an inverter system able to run our 110 system for at least 4-5 days dry camping, a large battery bank system, a bedroom television system, cable jacks at all three television stations to run either off the antenna or the satellite system, an extra bedroom window for better ventilation, an extra master bedroom air conditioner ect. I think you get the idea. I mention this because we do love our rig and do not plan to get rid of it.

That said, unfortunately, we have had some pretty major safety problems develop with our rig. These problems were found after our trip to Zion National Park in November of 2008. When we got back I had noticed that the back tire on the starboard (right) side of the rig was bald, also the tire on the Port (left) side was severely worn. Imagine my surprise, we haven't put 5,000 miles on the rig, so I was quite shocked to find this. I had asked my husband to take the tire off and get a new one; we figured perhaps they were just cheap tires from the manufacturer (no offence intended). I had also asked my husband to check all of the tires and the undercarriage to make sure there were no other problems as we were scheduled to take the rig to our son's house up north for an extended period of time during the Christmas holidays. Well, he did check the other tires axles and undercarriage and thank God he did. All of the rocker hardware, i.e., bolts, nuts bushings and especially the back axle were severely worn from the constant pounding of the road. If we would have taken it on vacation like that, we would probably be dead by now from the axles literally falling off the undercarriage. I am not exaggerating this point. My husband couldn't not believe it. (My husband built trailers for a living and knows all about undercarriages, metal stress, rockers, hangers, axles, bushings ect, in other words, he knows what he's looking at and he knows what he is doing) Well, he blocked up the trailer, took off all of the rockers and ensuing hardware and went to Mike Thompson's RV in Santa Fee Springs, California, (We bought the rig from Mike Thompson's RV) to try and buy new rockers and all hardware ASAP, as we were leaving in 5 days to go up north. I have included pictures of the rocker and hardware and the bald tire for your consideration. Steve Austin at Mike Thompson's RV Center, Santa Fee Springs was extremely helpful, in fact he called your factory, and asked for advise, they directed him to

Al-Ko axle, (I guess that is the manufacturer of the axle) and he spoke with Denise. (I do not know her last name) Steve also informed us that we had a two-year warranty on the axles as well, which is a good thing. The problem is, that to be reimbursed for the purchase of the severely worn rockers, hardware and tire, we must relinquish the rockers and hardware in question, and we are not willing to do that at this time. They are the only concrete items we have as proof, as to what was happening from, we believe the first day we bought the rig. The extent of the damage on these rockers, hardware and bushings, which by the way were non-existent (bushings) when the rockers were pulled off, is a cause for great safety concern. Not only to us, but also to every other person who has purchased this particular 5th wheel trailer. We have damage in the interior of the rig, walls splitting apart, the back "den" compartment is delaminated and is leaking water into the cabinet. I only found this out while we were on vacation, I went to retrieve a game we had stored in there and the games were moldy, wet and the carpet was moldy so this indicates to me it has been going on for quite sometime. I can only imagine the mold damage in the back wall that is delaminated. (Pictures enclosed).

We had brought the rig into Mike Thompson's RV in October 2008 for an air conditioner problem, the main unit would not work, and various other items, both warranty and non warranty and specifically told the Service technician (Brandon at the Santa Fee Location) about the delaminating of that back wall area. He had told us, that he called the factory and that the factory told him that all the Raptors were built like that (the back wall area pouching out as if delaminated). Neither my husband nor I believed that, but were willing to just live with it, as we were told other units were the same. Well now we know that it is NOT a normal thing, and in fact, it leaks very badly and we feel it is a direct result of the rockers and hardware wearing as they did, rattling the entire body of the rig to pieces. As I have previously stated, the walls are splitting apart, (my husband has already fixed one wall because we could not get the main slide in if it wasn't fixed) the entire floor is spongy, the back wall is delaminated and I'm sure filled with mold, as well as the carpet, the ceilings are splitting and hanging down and at this point Mr. Nusbaum, we are extremely frustrated because our 1 year warranty expired November 11, 2008. We did not buy the extended warranty because we honestly felt we were buying a superb product and frankly did not need it. The extended warranty we feel is a dealer favorite because they make lots of money on it at the buyer's expense. I know, we are in the Marine Repair business, we deal with these warranties as well as the factory warranties, and believe me, factory warranties are far better.

Mr. Nusbaum, this is actually my second letter to your company, my first one was in March of 2006 asking about a custom made 5th wheel. (Letter attached) I never did get a response to that letter. The month before we bought our new rig, I called your customer service department and asked specifically if there was going to be a new design for either 2008 or 2009 in the raptor 3600RL or any other model, that would include a back bathroom, and also an enclosed master bedroom bathroom (with shower and toilet in one room), she informed me, no, there were no changes at all being made. I then had asked to speak to a manager, and she said there was none available, and was quite rude about it. Even though I was a little leery about your customer service and the non-response to my letter, we still made the decision to go ahead and buy the rig we have, the 2008 Raptor 3600RL.

My husband has called the factory twice trying to get some answers about this rocker/undercarriage problem, the first woman he spoke to said she would get right back to

him, this was a Friday, and of course by Monday, no call, he had given her our serial number but still no call. So Monday, he called again and spoke to Trish about the problem, and she said she would get back to him also. Well when she did, she said there was nothing she could do and to go to the dealer. So we did. At our expense, we bought ALL the rockers, for all of the axles, hardware and tire, my husband put them in, using his labor and the immediate safety problem was fixed. But, the fix is not right, the new rockers and hardware, while a bit stronger, are not heavy enough for this rig and the same problem will happen again very quickly. There are also numerous problems in the interior portion of the rig because of being shaken apart and the consequent damage done to the inside since day one.

Mr. Nusbaum, This is my initial letter to you to try and open up some dialog with your company about this safety problem and also the potential safety problem of the other rapture 3600RL you have on the road at present.

In closing, I'm hoping your company will do the right thing and stand behind your product, and fix the numerous problems we have with our rig under a warranty or Customer good will gesture and reimburse us for the material and labor we have already expended. My intent is not to take this any further than your Company for satisfaction, because I'm sure that your Company is an honorable Institution and will stand behind your product and your workmanship. Mr. Nusbaum, we paid over \$60,000.00 for our Raptor, and then we put another \$12,000.00 or so into upgrades for the rig. Perhaps that's not a lot of money to you, but to us, it is, and we expect this 5th wheel trailer to be a top of the line product with **NO PROBLEMS.**

We look forward to your timely response and anticipated cooperation and attention to this Safety problem.

Thank you in advance for your time. If you have any questions please call my husband at:

Sincerely,

Facility Manager

cc: Service Manager, Mike Thompson's RV Service Center, Santa Fee Springs
Keystone RV Customer Service Center
Mike Ancich, General Manager, Mike Thompson's RV Center (Fountain Valley)
Denise, Al-Ko Axles (574-294-6651, ext 4492)
National Highway Traffic Safety Administration

[REDACTED]
[REDACTED]
DANA POINT, CALIFORNIA
[REDACTED]
[REDACTED]

Keystone RV Company
Customer Service
2425 Davis Drive
Goshen, IN 46526

Dear Customer Service,

We have looked at your Raptor 3600RL and really like it. Were wondering if you "custom build" these units. The list is below:

1. Total Rig length from tip to tip, 37'. The garage that the rig would be stored only has a capacity for 37' total length. Is there any way to cut one foot from the 3600RL? Or at least 7"?
2. In the back room where the slide out is, instead of a wet bar or where the below counter refrigerator is, could an enclosed toilet only be installed?
3. In the kitchen, could an island unit be put in, instead of what's in there now?
4. In the master bedroom, can we have an enclosed toilet AND shower unit instead of the shower and wash basin in the bedroom? The shower can be a small tub shower instead of the big shower in the bedroom. The washbasin needs to be out of the bedroom.

We really like the idea of the ½ garage and that extra room, what a wonderful idea! If you can do these things to your rigs, please let me know, we are very interested in purchasing one, but really would like to see the above items incorporated.

Please let me know if it is possible and what kind of estimated cost it would be if you could.

Thank you for your time. You can either write me at the above address or, call M-F 8:00 to 4:30 pacific time.

Sincerely,

[REDACTED]
[REDACTED] Facility Manager

December 3, 2007

Mike Ancich
Mike Thompson RV
18240 Ward Street
Fountain Valley, Ca 92708

Dear Mr. Ancich,

This letter is regarding our recent purchase of a Raptor 3600 from your Company.

I would like to commend you upon your excellent service and more important, your employees who, as we all know, make a company work.

One employee stands out in my mind, and that was our salesman, Jeff Cottrell. From the very first meeting, Jeff went out of his way to try and meet all of our needs. He was extremely professional, courteous, and delivered what he promised. We put a lot of demands upon him and your crew because we were under a two-week time constraint, everyone delivered wonderfully. The most important thing to us was the time issue. He went out of his way to make that happen and also the fabric color we had our hearts set on. He made this seem as if it were no big deal to find. I know that it was, because he had told me that the factory didn't make this particular pattern anymore. He found one. Jeff is an asset to your company, and if we ever need to buy another RV, it will defiantly be from your company.

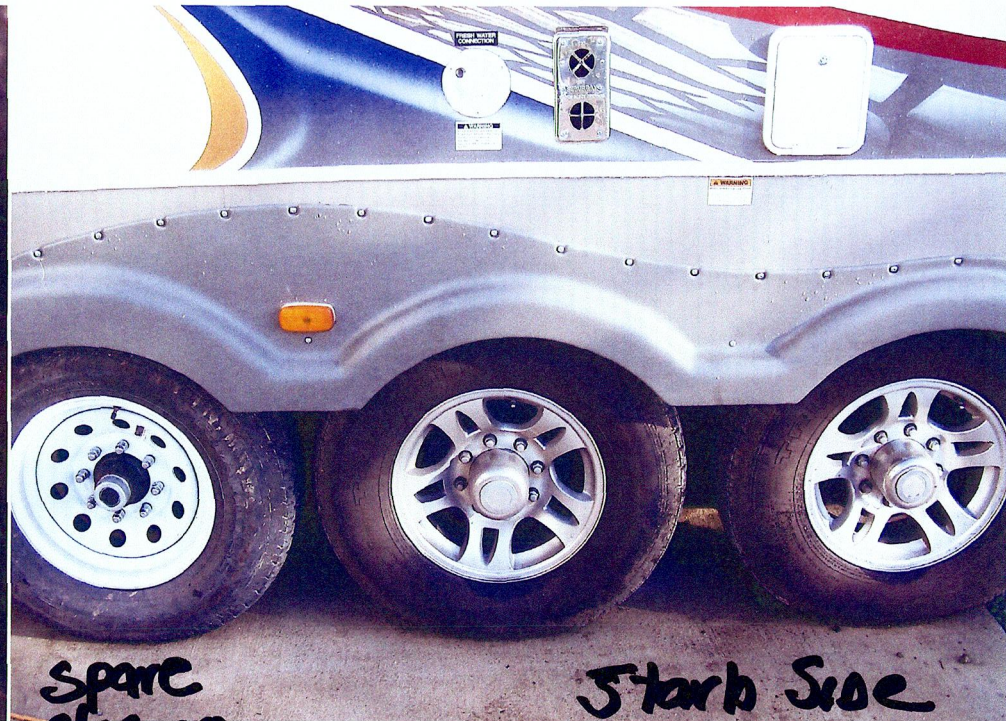
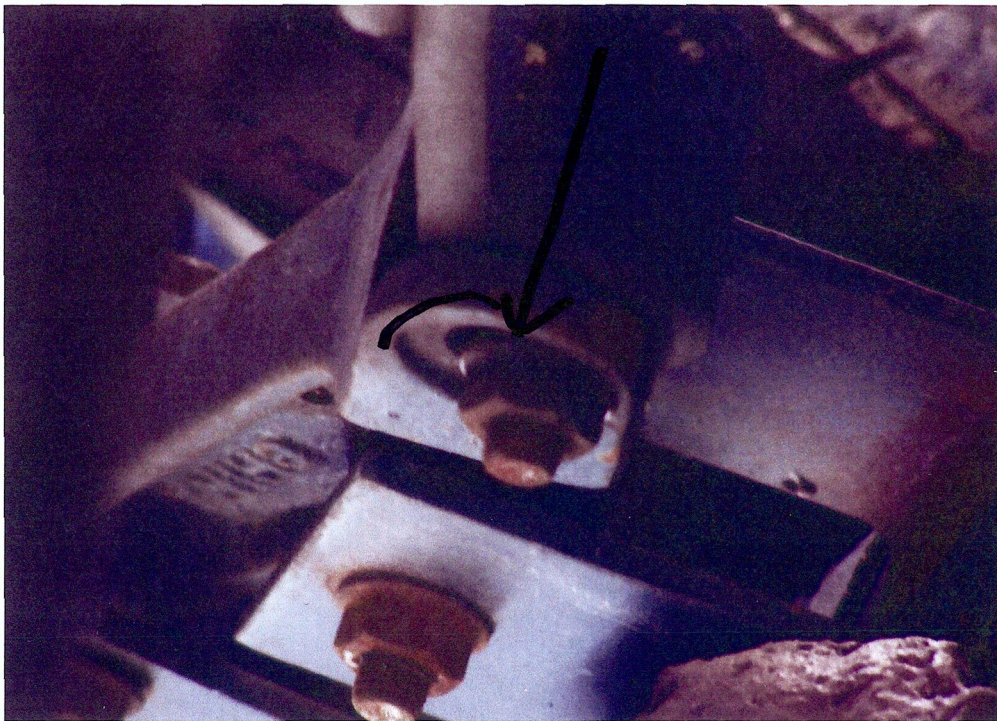
Our company is also in the service industry. My family owns and operates the Dana Point Shipyard. I know just how hard it is to deliver what is promised, your company did just that and we appreciate it so much. I just wanted you to know, your employees are well trained and try and go out of their way to please the customer. We both know that customer service should be the number one concern of any business, after all, if there are no customers, there is no business.

Thank you again, and please, thank your staff for us.

Sincerely,


Dana Point Shipyard, Facility Manager

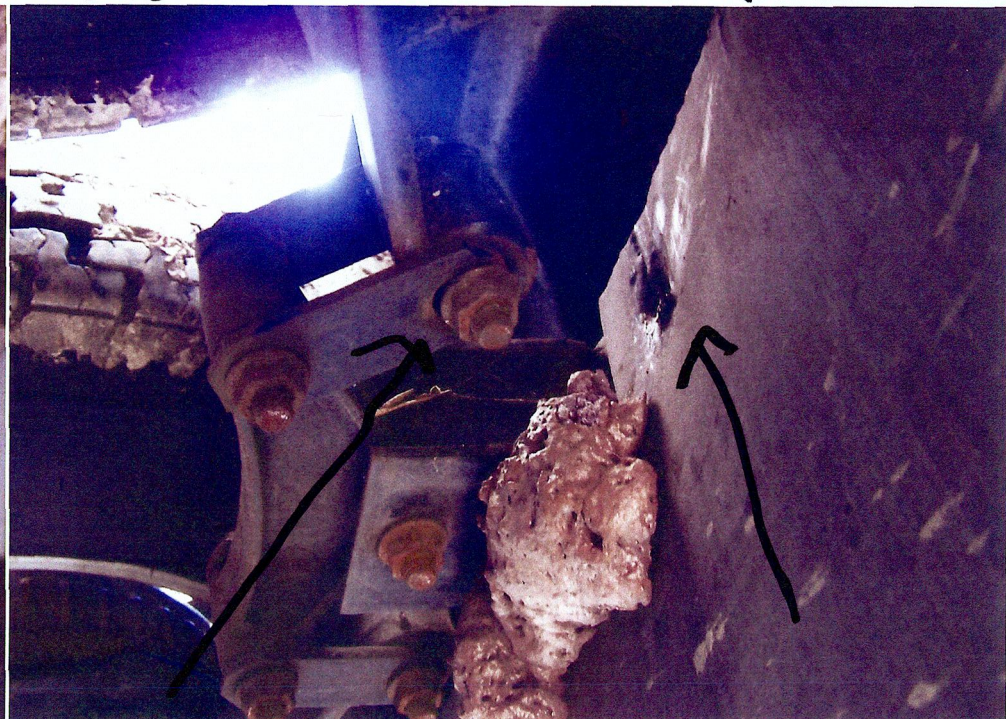
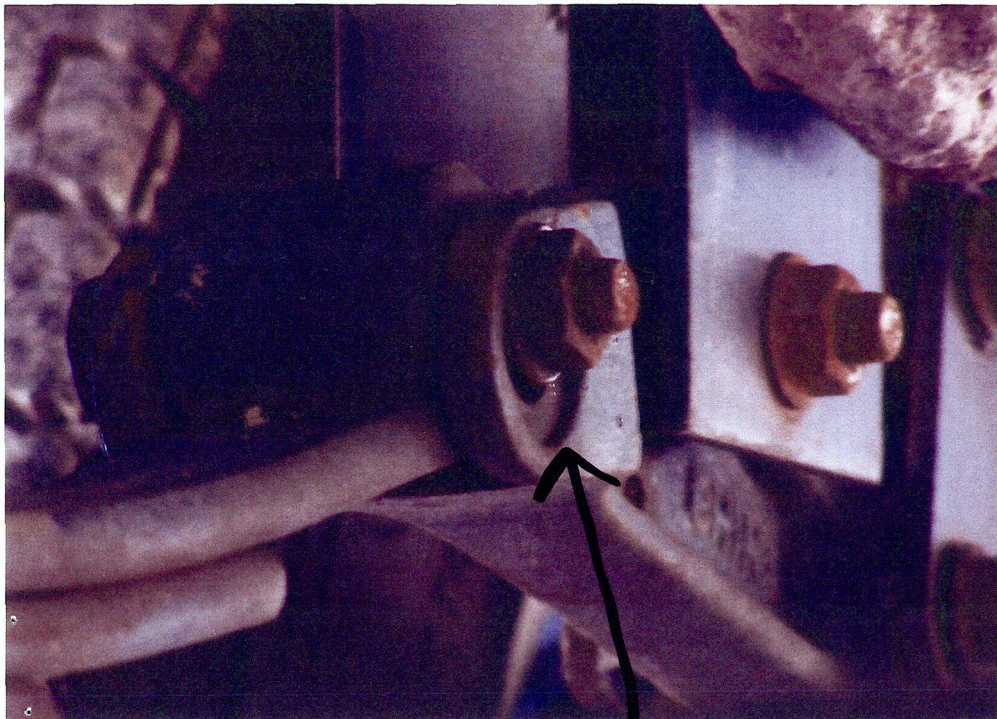
Rocker Wear



Spare
Starboard
Side

Starb Side

All Axles in Question

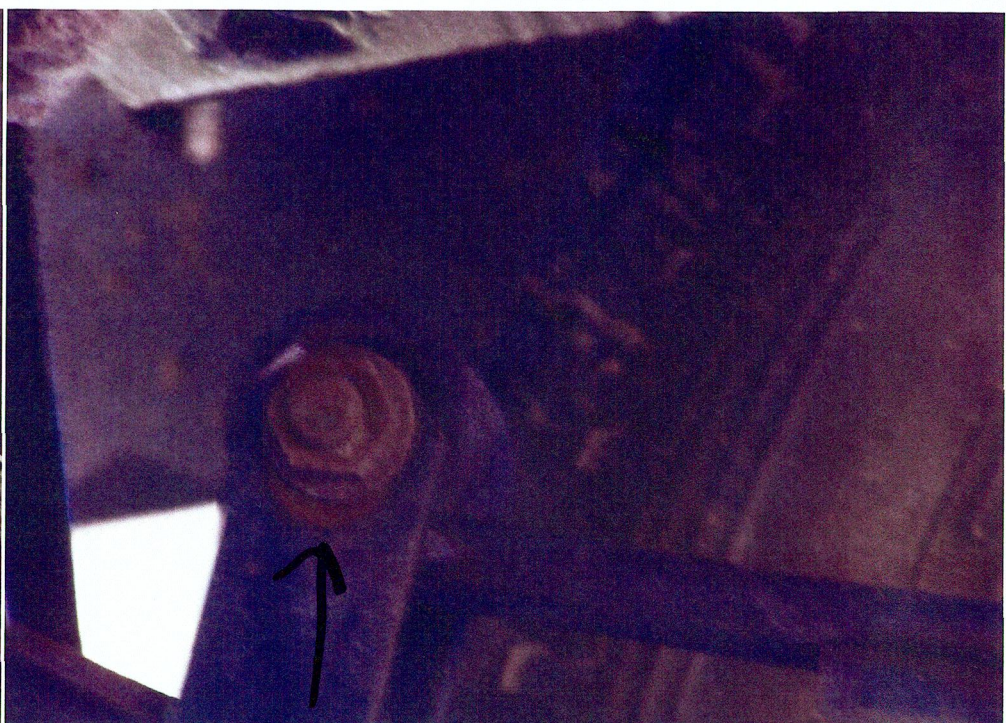
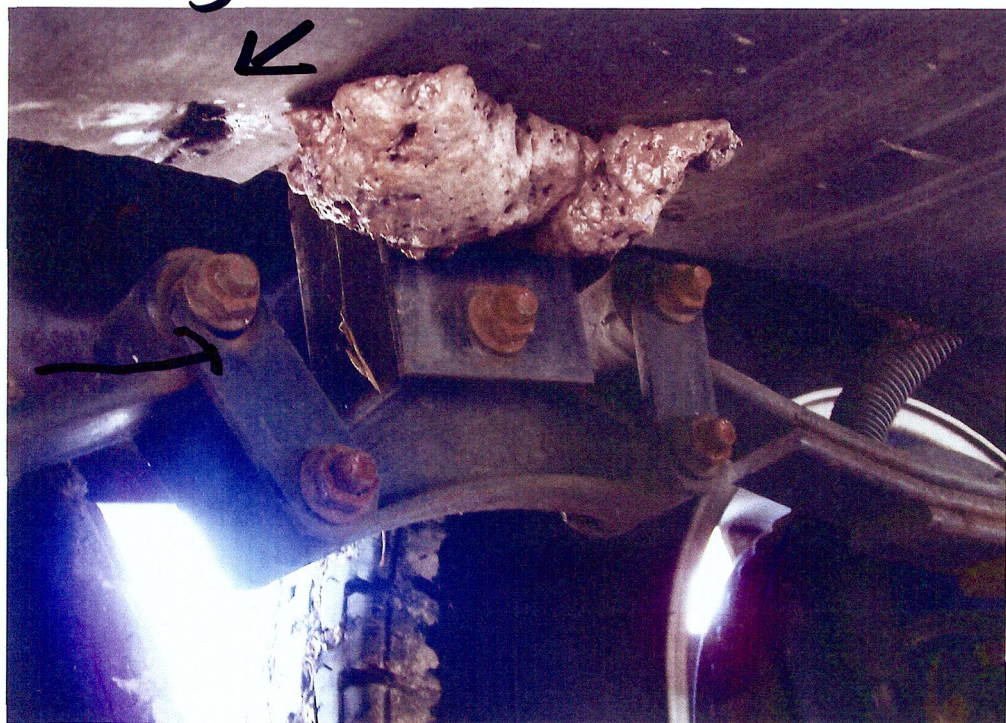


~~Distorted~~ Rocker Wear

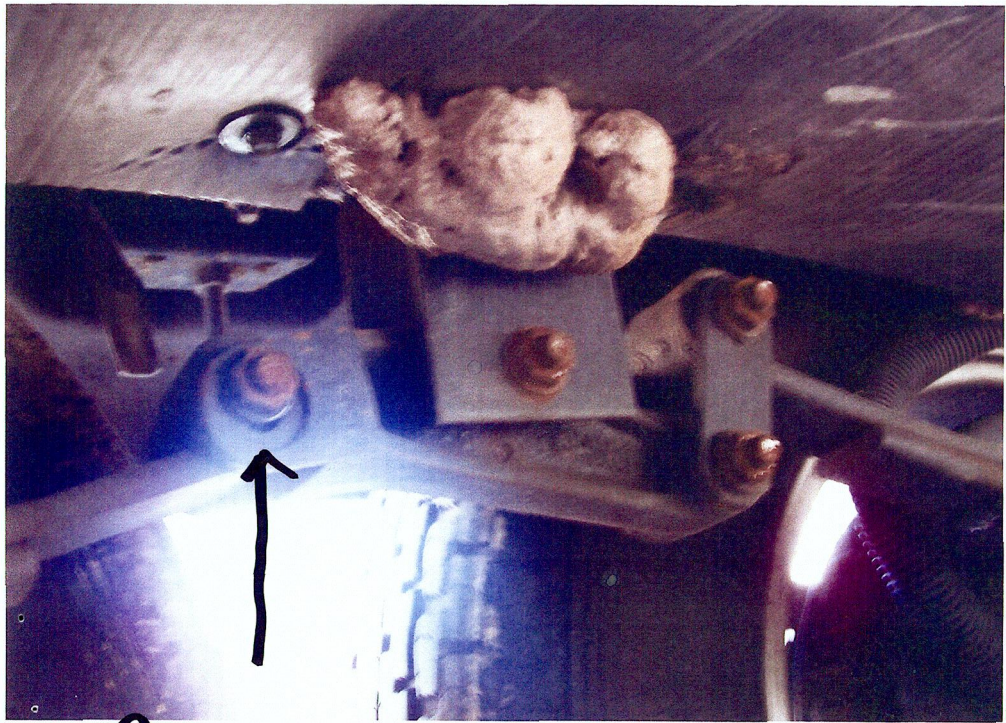
Rocker wear/Frame Damage

Rocker wear

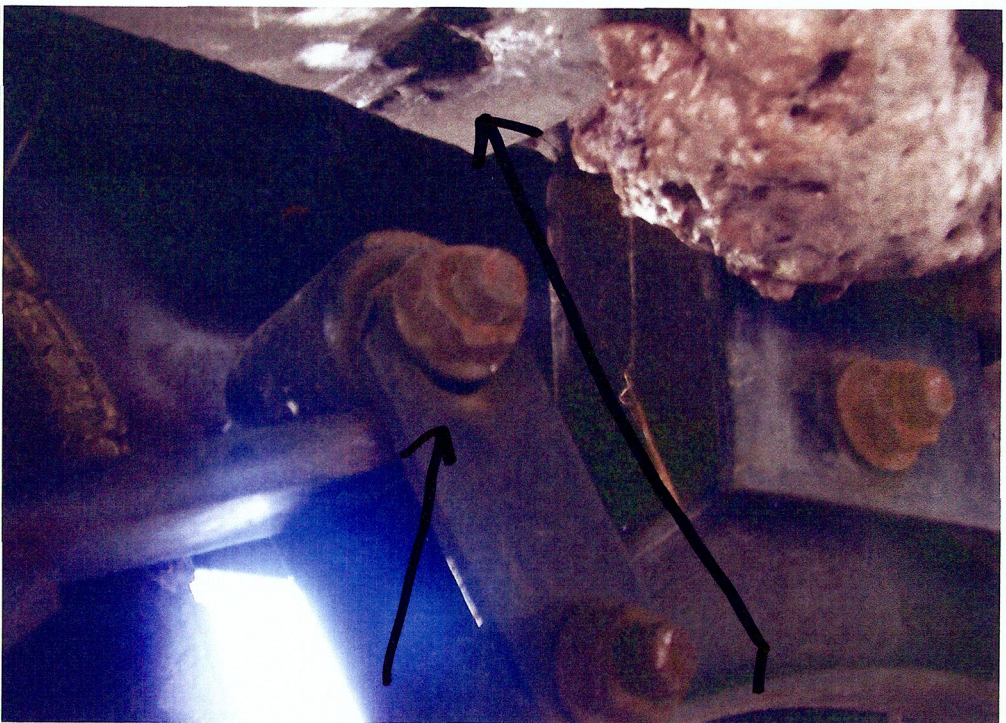
Lifting Frame



Rocker Damage - wear



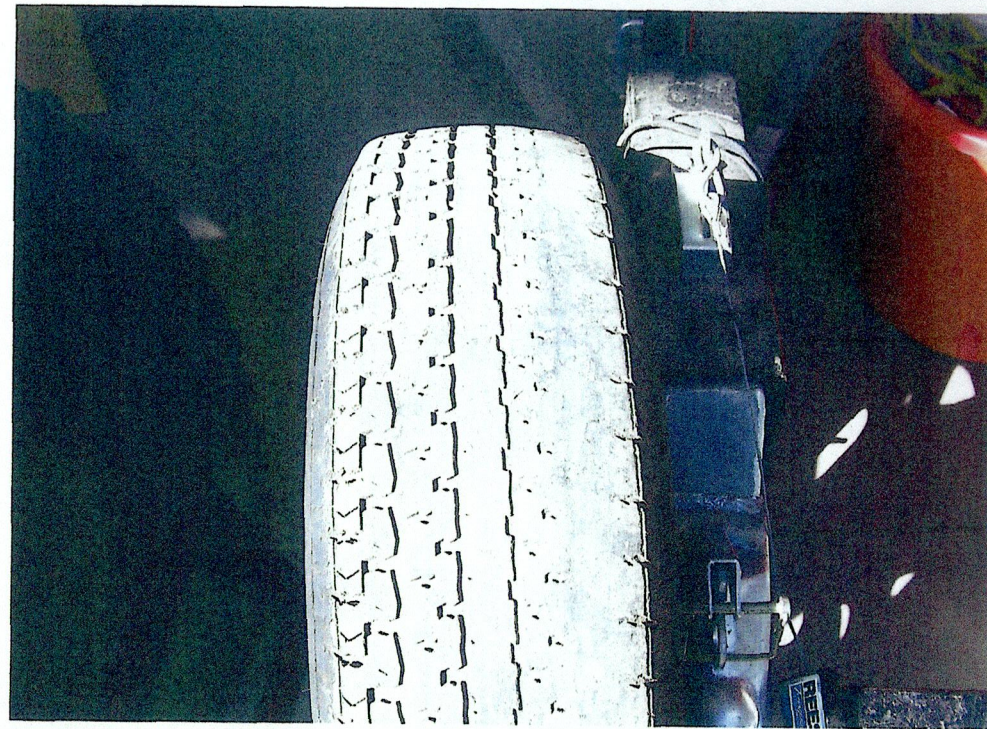
Rocker Wear



Rocker / Frame Damage

Starboard
TIRE (Right)

BACK
AXLE (3rd
AXLE)



PORT TIRE →
(Left)

BACK
AXLE (3rd
AXLE)

