



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

20-JUL-2009

Repository []

Reference No. 10277504

OWNER INFORMATION (Type or Print)

Name

Address

City TEMPLETON

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
4YDF289248C

Make KEYSTONE

Model COUGAR

Model Year 2008

Date Purchased

11-07-07

Dealer's Name and Telephone Number

SKY RIVER R.V. 805 226-9292

Engine:

No: Cylinders

Fuel Type:

Original Owner []

Dealer's City

State

Zip Code

N/A

N/A

Transmission Type

[] Antilock Brakes

Powertrain

[] Cruise Control

Multiple Failure:

Incident Date(s)

17-JUL-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 190000 TIRES

Failure Mileage

5,000

Failure Speed

55

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

DURO

Tire Model (Name or Number)

HFC 502-6

Tire Size (Example P215/65R15)

ST225/75R15

DOT No. (Example: DOTM19ABC036)

6 WXX

[x] Original Equipment
[] Prior Repair

Failure Location:

Hwy 33 & Hwy 41 CALIF.

Tire Component Code

H78-155T

Tire Failure Type:

Blowout

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 [x] No

Fire

[] Yes [x] 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 2008 KEYSTONE COUGAR FIFTH WHEEL. WHILE DRIVING 55 MPH, THE TWO PASSENGER SIDE TIRES BLEW OUT. THE CONTACT BELIEVES THAT THE WEIGHT OF THE FIFTH WHEEL CAUSED THE TIRES TO FAIL. HE STATED THAT THE MANUFACTURER PUT CHEAP WHEELS ON THE VEHICLE IN ORDER TO SAVE MONEY. THE FAILURE MILEAGE WAS NOT APPLICABLE.

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.

This is the package I sent to Keystone, they said it was up to Duro Tires to help out! I called Duro tires they said if the tires are over one year old they can't help. This is very hard for me to understand how I can have two blowouts and tread coming off another tire when they are only 18mos.old and have only been driven about 5000 miles. The tires that Keystone put on the trailer were not safe for my size 5th wheel. They did not seem to care about any of this issue, all they said, was it is the tire co. fault! I hope you can help,

Thank You



[Faint, illegible handwritten text]

7-25-09

office2007TrialActivationKey

Owner Relations,

I bought a new 2007 Cougar 289 BHS in October of 2007. This was my second Keystone product, the first was a 2003 Mountaineer, which I traded for the Cougar. Since owning the Cougar it has been at Sky River RV in Paso Robles, California several times for service for the following reasons; extremely loud brakes that screech everytime the brakes were applied. We took it in and had to replace them costing me over \$180.00. Also replaced was the microwave oven, it just didn't work, however this was no charge to me. The last few times we took the trailer out, the refrigerator froze all the food, which is now being serviced, the cost of this is unknown to me at this time.

The main reason I am contacting you is the poor choice of tires that were put on my Cougar which were Duro HFC 502-6 ST275/75D15 Biais! According to your own web page this 5th wheel was supposed to have radial tires (mandatory option). So when I took it on a trip this July I had two blowouts. One tire came apart, and two tires that were seperating. I am very disappointed on someone's decision to put these tires on this product. After the double blowout we (Myself, my girlfriend and her two sons ages ten and seven) were stuck in the middle of nowhere with an outside temperature of over 108 degrees and no shade. It took several hours before we could get back on the road at a cost of \$715.00 for new tires and a service call.

Something is wrong with my tires, brakes and possible axle on my 2007 Cougar. I am starting to have little or no confidence in my purchase of this product. I am fearful in taking this 5th wheel out on anymore trips. I have been driving RV's, pull trailers and 5th wheels over twenty-five years and have never had a blow-out or excessively squeaky brakes.

It is a shame that your company has to take such short-cuts that put your customers safety at risk. I hope we can resolve this problem so that I can feel good about my purchase of my Cougar 5th wheel and continue RVing.

Thank You,



RLR 11/30/2008 TO 11/30/2009 REGISTRATION VALID FROM TYPE 40 LICENSE NUMBER [REDACTED]

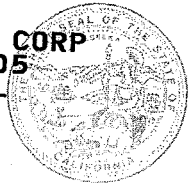
VEHICLE IDENTIFICATION NUMBER 4YDF289248C		CYLES.		DATE FIRST SOLD 00/00/2007		CLASS HN		MAKE COUG	
BODY TYPE MODEL CCH		UNLADEN/G/GW		Yr. Model 2007		TOTAL FEES PAID \$262		4000	
DATE ISSUED 12/25/2008		TYPE VEH. 42T	MP	AX	WC				

REGISTERED OWNER

[REDACTED]
TEMPLETON CA [REDACTED]

LINEHOLDER

THOR CRDT CORP
PO BX 64005
SAINT PAUL MN



R0044
L0167

55164
RI9122220084004

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

U6547661

BILLINGSLEY TIRE SERVICE

301 E. Forest Street
P.O. Box 1131
Coalinga, CA 93210

Ph: (559) 935-1635 Bar#: ARD 083153
Fax: (559) 935-8541 Cal#: 000121454
After Hours Ph# (559) 925-2404

Complete Tire Service
Wheel Alignment & Balancing
Brake Service - Repairs
Recapping

INVOICE

24 Hour Emergency
Farm & Road Service

INVOICE DATE	CUST. NO.	ORDER NO.	PAGE	INVOICE NO.
07/17/09	999998	123281	1	Time In 3:04 PM

SOLD TO

SHIP TO

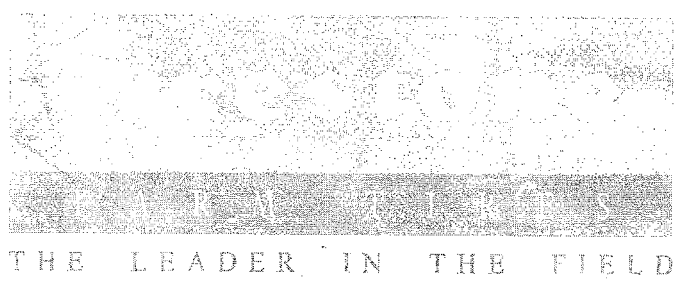
ROADSIDE

TERRINGTON, CA

PURCHASE ORD. NO.	SALES PERSON	MAIN PHONE	OTHER PHONE	SHIP VIA
	AM			CUSTOMER PICKUP

Work Order

ITEM NO.	DESCRIPTION	QTY. ORDERED	QTY. SHIPPED	F.E.T.	PRICE	NET EXTENSION
W00	BETWE 41 & AVENAL ON 33/SERVICE CAL.	1	1			\$ 1
528102	ST225/75R15 B EXCEL TRAILER	4	4			\$ 2
TY	CALIFORNIA TIRE TAX FEE	4	4			\$ 3
	<i>2-6 Holes Wheel New 15"</i>					
	<i>4-MOUNT</i>					
	<i>2-DISMOUNT</i>					
	<i>LIC 16P5910</i>					
	<i>2-Rubber Nail STEM</i>					



\$715.14
PAID C.C.

IMPORTANT: ALL LUG NUTS SHOULD BE CHECKED FOR TIGHTNESS AFTER 50 MILES

CUSTOMER INITIALS

TERMS: Buyer agrees to pay the entire amount due within thirty (30) days from date of invoice. All amounts not so paid shall be subject to a FINANCE CHARGE OF ONE AND ONE-HALF PERCENT (1 1/2%) PER MONTH (18% ANNUAL RATE) from date of invoice, with a minimum of \$1.00. Buyer agrees to pay all costs incurred by BILLINGSLEY TIRE SERVICE in collection of delinquent amounts including but not limited to, attorney's fees.

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. I agree that you shall have a lien on the above described vehicle for its charges for parts and labor furnished under this repair order. If I fail to pay those charges, I agree that the vehicle may be sold, after twenty days notice, in the manner provided in SECTIONS 307 1-3075 of the Civil Code of California. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. ALL CLAIMS AND RETURNS MUST BE ACCOMPANIED BY THIS INVOICE.

SIGNED BY [Redacted]

PRINT NAME

ESTIMATE OF REPAIRS: \$ _____ (Plus sales tax) includes all parts, labor, handling and diagnosis. If on closer analysis it is found that additional repairs are necessary, you will be contacted for authorization

Number Phoned: _____

Revised Amount If Necessary \$ _____

By: _____

Date: _____ Time: _____

Person Consenting _____

If automobile is returned to customer without repair service being performed, a diagnostic and handling charge (including reassembling) will be made.

Replaced Parts Requested by Customer: Yes No

I acknowledge notice and oral approval of an increase on the original estimated price.

Signature: _____

BILLINGSLEY TIRE SERVICE

301 E. Forest Street
P.O. Box 1131
Coalinga, CA 93210

Ph: (559) 935-1635 Bar#: ARD 083153
Fax: (559) 935-8541 Cal#: 000121454
After Hours Ph# (559) 925-2404

Complete Tire Service
Wheel Alignment & Balancing
Brake Service - Repairs
Recapping

INVOICE

24 Hour Emergency
Farm & Road Service

INVOICE DATE	CUST. NO.	ORDER NO.	PAGE	INVOICE NO.
07/17/89	999998	123281	1	122108
License: [REDACTED]				

SOLD TO

[REDACTED]
[REDACTED]
TEMPLETON, CA [REDACTED]

SHIP TO

PURCHASE ORD. NO.	SALES PERSON	MAIN PHONE	OTHER PHONE	SHIP VIA
	AW	(805) 688-4354	(805) 434-1057	CUSTOMER PICKUP

Cash

ITEM NO.	DESCRIPTION	QTY. ORDERED	QTY. SHIPPED	F.E.T.	PRICE	NET EXTENSION
8900	BETNE 41 & AVENAL ON 33/SERVICE CAL	1	1		145.00	145.00
1528102	ST225/75R15 & EXCEL TRAILER	4	4	0.00	87.42	349.68
WH01	15X6 1/2 HOLE WHEEL	2	2		59.95	119.90
STEM1	TIRE VALVE STEM	2	2		2.50	5.00
DM20	DISMOUNT & MOUNT	2	2		15.00	30.00
DM32	MOUNT	2	2		7.50	15.00
TT	CALIFORNIA TIRE TAX FEE	4	4		1.75	7.00



Cash: \$: 97- MC/VISA: 715.14
CASH SALES
[REDACTED]
THE LEADER IN THE FIELD

SubTot Parts:	481.58
SubTot Labor:	190.00
Tax @ 8.975% :	42.59
Inv Total :	714.17

IMPORTANT: ALL LUG NUTS SHOULD BE CHECKED FOR TIGHTNESS AFTER 50 MILES

CUSTOMER INITIALS _____

TERMS: Buyer agrees to pay the entire amount due within thirty (30) days from date of invoice. All amounts not so paid shall be subject to a FINANCE CHARGE OF ONE AND ONE-HALF PERCENT (1 1/2%) PER MONTH (18% ANNUAL RATE) from date of invoice, with a minimum of \$1.00. Buyer agrees to pay all costs incurred by BILLINGSLEY TIRE SERVICE in collection of delinquent amounts including but not limited to, attorney's fees.

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PRINT NAME _____

ESTIMATE OF REPAIRS: \$ _____ (Plus sales tax) for parts, labor, handling and diagnosis. If on closer analysis it is found additional repairs are necessary, you will be contacted for authorization.

Number Phoned: _____

Revised Amount If Necessary \$ _____

By: _____

Date _____ Time _____

Person Consenting _____

If automobile is returned to customer without repair service being performed a diagnostic and handling charge (including reassembling) will be charged.

Replaced Parts Requested by Customer: Yes No

I acknowledge notice and oral approval of an increase on the estimated price.

Signature: _____



中文网站

Corporate	Product Info	Distributor Info	Catalog Request	Contact Us
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- ATV
- Trailer
 - Trailer Tire Warranty
 - Bias
 - Radial



HF-502

Modern tread design to maximize traction under all conditions. Quiet operation and seamless trailing qualities. Exceeds DOT regulations for durability.

- Bias
- DI-5007 Easy Street
- HF-219
- HF-232
- HF-269
- HF-502
- HF-501

- Golf Car
- Light Truck
- Passenger Car
- Industrial
- Agricultural
- Lawn & Garden

HF-502

Size & Specifications

	Size	P.R.	O.D. (INCH)	S.W. (INCH)	Inflate (PSI)	Load (LBS)	Rim (INCH)
Scooter	175/80D13 (B78-13)	4	24	7	35	1100	4.5
Bicycle	175/80D13 (B78-13)	6	24	7	50	1360	4.5
	185/80D13 (C78-13)	8	25.1	7.7	65	1660	4.5
	195/75D14 (E78-14)	4	26	7.7	35	1300	6
	195/75D14 (E78-14)	6	26	7.7	50	1600	6
	205/75D14 (F78-14)	4	26.5	7.9	35	1430	6
	205/75D14 (F78-14)	6	26.5	7.9	50	1760	6
	215/75D14 (G78-14)	6	27.1	8.4	50	1870	6
	205/75D15 (F78-15)	6	27.3	7.8	65	1820	5
	225/75D15 (F78-15)	6	28.3	8.6	50	2250	6
	225/75D15 (F78-15)	8	28.3	8.6	65	2540	6

ISO 9001:2000 certification

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DOT 6 WUX
 SIZE H78-15 ST
 ST225/75R15
 HFC 502-6

Cougar Options

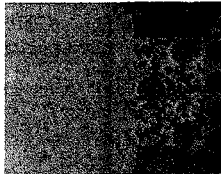
 [Print This Page](#)

East Coast Options

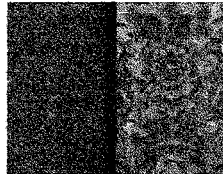
- 32" LCD TV (all models)*
- Outside speakers*
- Black tank flush*
- Electric awning*
- E-Z Camp Cougar remote*
- Entertainment storage hook-up (FW only)*
- Outside LP quick connect*
- Radial tires*
- Polar package*
- Big Mountain Package (8 cu. ft. refrigerator, 16" wheels, shock absorbers) (Bed-slide FW only)
- Slide in/out bike/storage rack (except 1/2 ton series and 320 SRX models)
- Air mattress sofa with storage
- Super sofa with air mattress and recliner (320 only)
- Swivel rocker (276/291/292/312/318/302/326)
- Second swivel rocker
- Free standing dinette

*Mandatory Option

Decor:



Autumn Night



Bayleaf



Sedona Suede

West Coast Options

- 32" LCD TV (all other models)
- Outside speakers*
- Black tank flush*
- Electric Awning*
- E-Z Camp Cougar remote*
- Entertainment storage hook-up (FW only)*
- Outside LP quick connect*
- Radial tires*
- Polar package*
- Big Mountain Package (8 cu. ft. refrigerator, 16" wheels, shock absorbers) (Bed-slide FW only)
- Slide in/out bike storage rack (except 320SRX)
- Air mattress sofa with storage
- Super sofa with air mattress and recliner (320 only)
- Swivel rocker (244/276/291/292/318/25RLSWE/27RLSWE/278/326/29FKWE/30RKSWE)
- Second swivel rocker
- Free standing dinette
- 15,000 BTU A/C

SKY RIVER RV
2525 THEATER DR
PASO ROBLES, CA 93446

Sky River Rv
2525 Theatre Drive
Paso Robles CA 93446
Phone #:(805) 226-9292
Fax #: (805) 227-1557



RO Number: 15155
Service Advisor: 057
Tag Number:
Ticket Date: 7/20/2009
Cash Out Date:

TERMINAL I.D.: 73733202

MERCHANT #: 55544303400

UI SA

SALE

BATCH: 000257
DATE: AUG 11, 09
RRN: 922318604004

INVOICE: 000392
TIME: 11:07
AUTH NO: 011110

initiated: 7/20/2009
Completed: 7/20/2009 - 5:00 PM

Vehicle Sold Date: 11/7/2007
Date and Time In: 7/20/2009 8:23:28 AM

TOTAL \$287.56

Number: Taft, Stev

Contact Person:

Mileage In

Stock Number: CG-8008

N/A

Yr: 08 Make: Cougar

VIN: 4YDF289248C

Mileage Out

Model: 285BHS

N/A

Plate #

Color:

Type: FW

Customer Pay

CUSTOMER COPY

Repair Hours Requested Repair Description

Labor

Service Retail	134	1	0	- Brakes are still extremely loud, but only about 50% of the time. Sometimes he hits the brakes and are completely quiet. CORRECTION: Removed all wheels and hubs. Sent drums out to be turned. Re-installed brake drums with new cleaned brake pads. Set tire pressure and torqued wheels. CUSTOMER REFUSED TO PAY FOR WORK. SKY RIVER WILL NOT BE RESPONSIBLE FOR ANY FUTURE BRAKE CONCERNS.	\$0.00
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Service Retail	2	0	- Customer had one tire passenger side wear a large hole in tire (this tire is now on back spare tire carrier). He switched out spare. Then he had both passenger side tires blow out. Customer had all 4 tires replaced by mobile tire co. Looking for why tires blew out, concerned axels are no right. Also looking for Keystone to re-imburse for tires, gave customer Keystone customer service#. Tires are Duro T225 75D/15. Also wants pricing on all black rims. CORRECTION: customer dealing directly with Keystone to resolve this issue.	\$0.00
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* Service Retail	149	3	2	- Estimate for body damage passenger side from blowout, skirting and fender. CORRECTION: installed new metal skirting.	\$220.00
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* Service Retail	134	4	0.5	- refer is freezing everything. Customer tried to adjust temp in refer, did not make difference. CORRECTION: Found thermister inside refer off from metal fins. Installed thermister in proper location and tested refer. 36 degrees in refer section.	\$55.00
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Repair Part Number	Description	P/U	S/O	B/O	Rec	Total	Selling Price	Ext Price
1 SHOPSUPPLY	SHOP SUPPLIES	1	0	0	0	1	\$11.60	\$11.60
Discount Amount:	\$0.00	Sublet Total:	\$0.00	Sales Tax:	\$0.96	Total Deduct:	\$0.00	
Parts Total:	\$0.00	Freight Total:	\$0.00	Second Sales Tax:	\$0.00			
Labor Total:	\$275.00	Other Charges:	\$11.60	Deposit:	\$0.00	Retail Total:	\$287.56	

DISCLAIMER OF WARRANTIES - Any warranties on the products sold under this repair order are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This disclaimer by the Seller, in no way affects the terms of the manufacturer's warranty.

Signed: _____
I hereby authorize the repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of looking, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs hereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

Date vehicle dropped off:	Date of apt:	Repair
completion date:		Notified of
completion: Time:	Date:	Date released:



