



OCT 20 2009

DOT Auto Safety Hotline

U.S. Department of Transportation

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects

1-888-DASH-2-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

National Highway Traffic Safety Administration

FOR AGENCY USE ONLY 100148

Date Received

09-SEP-2009

Repository

Reference No.
10283391

OWNER INFORMATION (Type or Print)

Name

Address

City

FAIRFIELD

State

CA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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
4YDF295226D

Make
KEYSTONE

Model
MONTANA

Model Year
2006

Date Purchased
03/15/2006

Dealer's Name and Telephone Number
Reed's Trailer Sales

Engine:
No: Cylinders

Fuel Type:

Original Owner

Dealer's City
Petaluma, CA

State
CA

Zip Code
94954

Transmission Type Antilock Brakes Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
01-SEP-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 021000 SUSPENSION; FRONT, 021210 SUSPENSION: FRONT: SPRINGS: ~~COIL~~
~~SPRINGS~~ leaf, shackle (hanger)

Failure Mileage
15000

Failure Speed

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 2006 KEYSTONE MONTANA. THE CONTACT STATED THAT HE NOTICED THAT THE VEHICLE WAS LEVELED LOWER THAN USUAL. UPON FURTHER INSPECTION HE CONCLUDED THAT THE DRIVER SIDE FRONT SPRING ~~WAS BROKEN~~. SUSPENSION FAILURE WHILE DRIVING INCREASED THE RISK FOR VEHICLE CRASH. THE VEHICLE HAS NOT BEEN INSPECTED BY THE DEALER, AND NO REPAIRS WERE MADE. THE CURRENT AND FAILURE MILEAGES WERE 15000.

~~was~~ had torn off the frame because its shackle (hanger) broke

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.

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

I noticed that the shackle (hanger) that fastens the end of the leaf spring was torn (collapsed) and the end of the spring was loose. The frame was sitting loosely on the spring and was no longer to the frame. From the smoothening of the fractured hanger I concluded that I must have travelled with the broken hanger for some time. (See photos)

Note: Another hanger had broken in 2007 and was replaced by the dealer. The dealer told me then that other owners had similar problems because the hangers are too weak

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

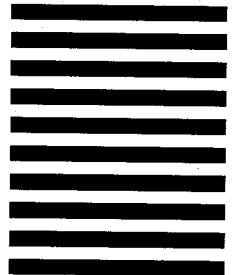
Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

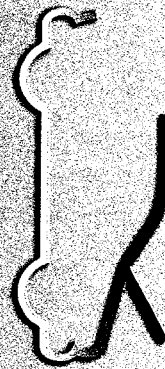
POSTAGE WILL BE PAID BY ADDRESSEE



US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 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



From: [REDACTED]
 To: <warranty@lci.com>
 Sent: Thursday, August 27, 2009 3:31 PM
 Attach: IMG_2246Tire1_xt.jpg; IMG_2247Tire2_xt.jpg; IMG_2251Shackle3_xt.jpg; IMG_2253Shackle4_tx.jpg; IMG_2255Shackle5_tx.jpg; IMG_2261Shack1_x.jpg
 Subject: Shackle on RV frame broken

This is in response to my telephone call to you on 8/27/2009. You asked me to send photos of the damaged shackle. I had called Keystone, the maker of my 2006 Montana, model 2955R, earlier and they referred me to you saying that the frame was a trailer component made by you.

Details: When I placed my trailer into storage a few days ago, I noticed that one of the tires (left, front) had a tear half way around the circumference. It looked like the tear was caused by a protruding bolt from the slide-out bracket above the tire. Although the end of the bolt was about 3" away from the tire, it somehow must have made contact briefly with the tire thereby cutting a groove into its tread (see photo). I called Reed's Trailer Sales in Petaluma, CA, where I had bought the trailer in 2006 for advice. They told me to look for broken springs or broken shackles underneath the trailer. Sure enough, I discovered a broken/collapsed shackle at the end of the leaf springs. About 2 years ago I discovered a broken/collapsed shackle on the other side of the trailer and had it repaired/replaced and welded under warranty from Keystone. Now, again another shackle broken.

Somehow, I feel this a manufacturing problem - perhaps a bad welding seam or a weak, undersized shackle design. When will the other 2 shackles break? Should they be reinforced? How safe is it to drive the trailer on public highways? Are Lippert and Keystone aware of this problem? Have there been any recalls? Is the trailer safe enough to drive 70 miles on the highway to go from Rio Vista, CA, to Petaluma, CA? These are all questions that come to my mind.

Anyway, I called your support line and was told to forward them some photos of the damaged shackle. Please advise me what I should do. Are there any Lippert-authorized service places closer to Rio Vista, CA, where the repair could be performed without towing the trailer the 70 miles to Petaluma --- Sacramento would be closer with only 35 miles.

I feel strongly that Lippert should take care of this problem and avoid endangering myself and others on public highways. Please promptly advise me what to do, either by email or tel [REDACTED]

Yours truly,
 [REDACTED]

letter to Lippert, the
 manufacturer of the trailer's
 frame + ~~sh~~ suspension system
 Aug 2009



photo shows damage to tire. Result of
the broken hanger that lowered the frame
somewhat



Photo of bolt that cut the tire after the hanger on leaf-spring broke

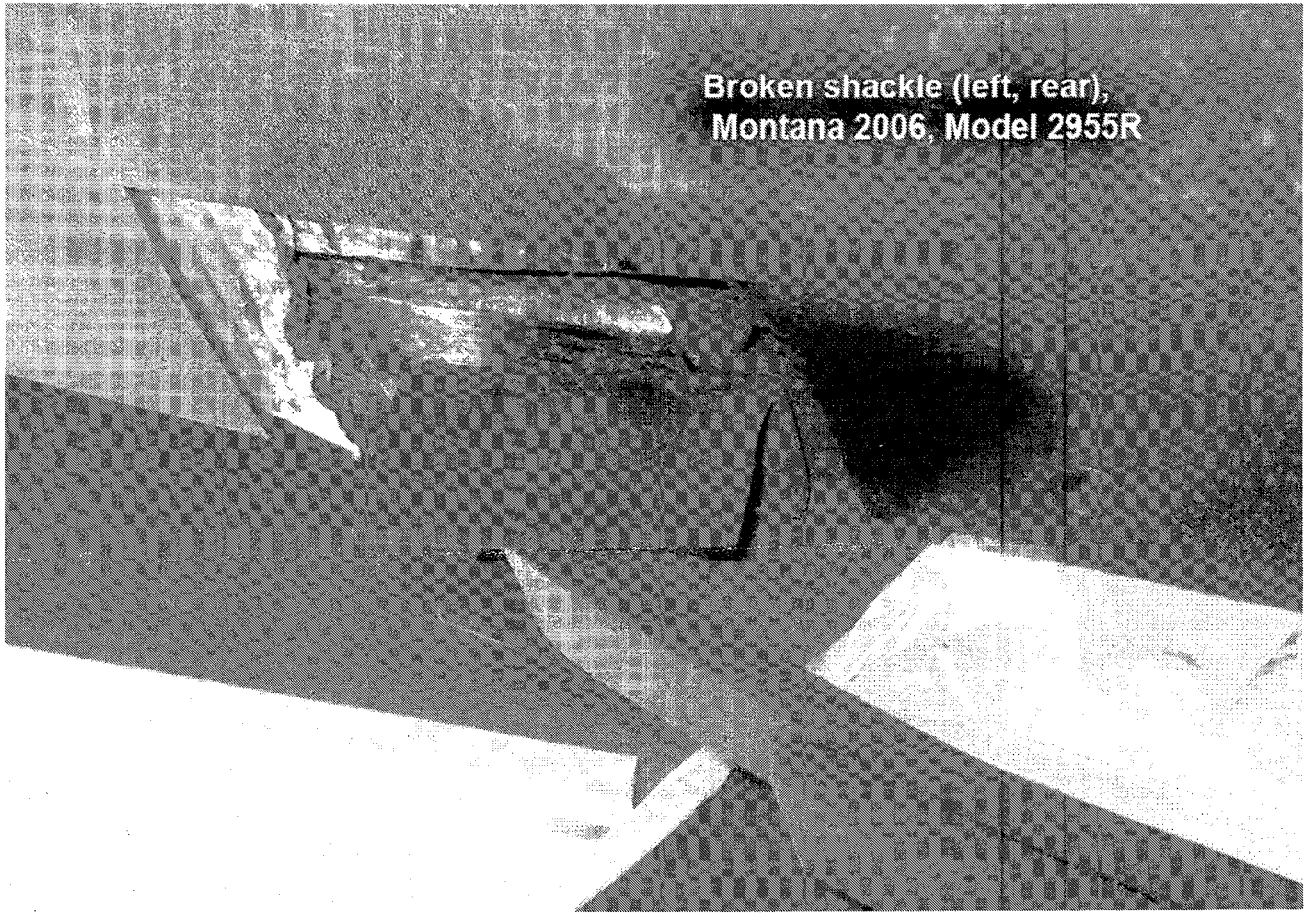
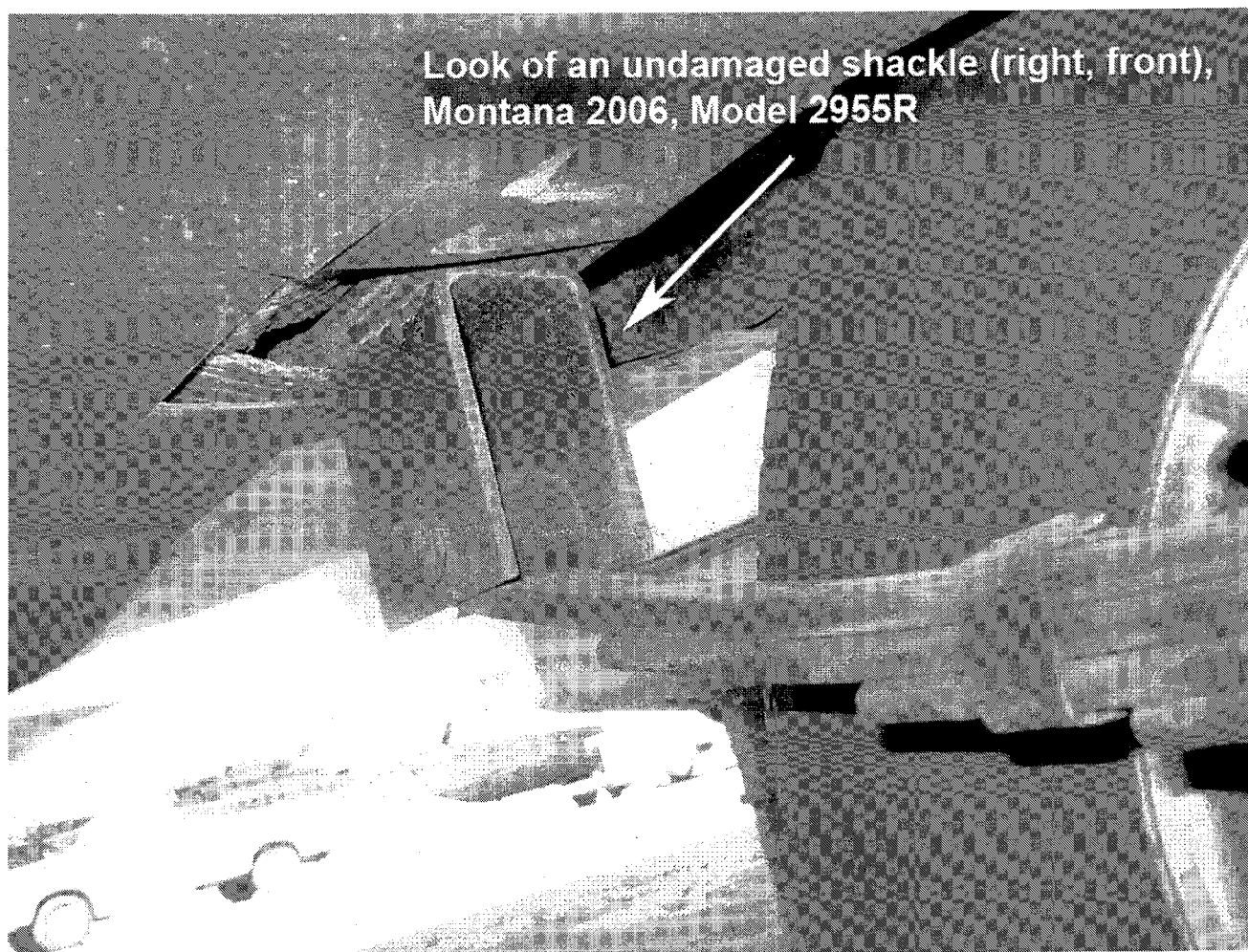
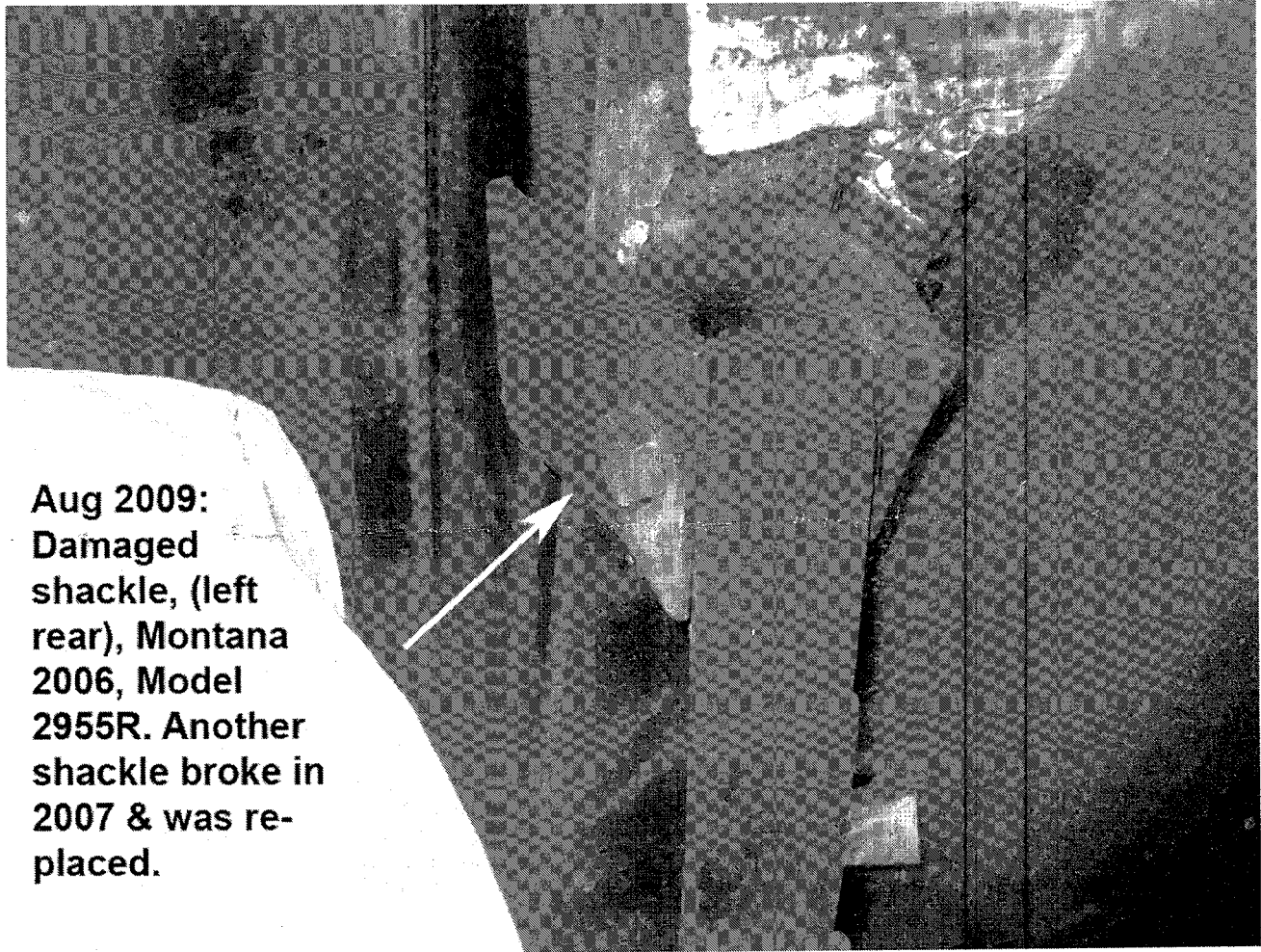


Photo of torn + collapsed hanger



What a proper hanger should look
like before it is torn + collapsed.



**Aug 2009:
Damaged
shackle, (left
rear), Montana
2006, Model
2955R. Another
shackle broke in
2007 & was re-
placed.**

Another look at the damaged hanger that shows that the frame is loosely sitting on the damaged hanger.



Broken hanger. Frame sits
on top of leaf spring end.



REED'S TRAILER SALES INC
 5500A OLD REDWOOD HWY
 PETALUMA CA 94954
 Phone #:(707) 792-9100
 Fax #: (707) 792-2206

RO Number: 10032
 Service Advisor: 104
 Tag Number:
 Ticket Date: 3/14/2006
 Cash Out Date:

Vehicle Sold Date: 3/21/2006

Date and Time In: 3/14/2006 11:35:55 AM

Proposed Date - Time Completed: 3/14/2006 - 5:00 PM

Customer Information Number: 955 **Contact Person:** **Mileage In**
 [Redacted] **Stock Number:** 955 N/A
 FAIRFIELD CA [Redacted] **Yr 06 Make: MONTANA VIN: 4YDF295226D [Redacted] Mileage Out**
 Contact: **Model 2955 RL FW**
 Home [Redacted] **Plate #** **Color:** **Type: 5W**

Item Type	Mech.	Repair	Requested Repair Description	Labor
* Service Warranty		1	Warranty Company: 2633 : KEYSTONE WARRANTY - Claim Number : - LEAF SPRING ON C/S REAR AXLE BENT, ESTIMATE NEEDED FOR REPAIR. CAUSE: SHACKLE BOLT FELL OFF, SHEARED OFF. CORRECTION: REPLACE DAMAGED PARTS, TIGHTEN DOWN ALL SUSPENSION, ROAD TEST OK.	\$0.00
* Service Warranty		2	Warranty Company: 2633 : KEYSTONE WARRANTY - Claim Number : - RUBBER SEAL @ TOP OF S/O WONT SIT FLUSH AGAINST THE OPENING. WONT SEAL. CAUSE: LOOSE. CORRECTION: REPAIR SLIDEOUT SEAL AS NEEDED.	\$0.00
* Service Warranty		3	Warranty Company: 2633 : KEYSTONE WARRANTY - Claim Number : - OHC ABOVE REFER DOES NOT HAVE LATCH TO HOLD OPEN. CAUSE: DESIGN OF TRAILER. CORRECTION: ADD SMALL CABINET STRUT TO OHC.	\$0.00
* Service Warranty		4	Warranty Company: 2633 : KEYSTONE WARRANTY - Claim Number : - RIVETS AT EMERGENCY WINDOW POPPED OUT, CUSTOMER INSTALLED SCREWS FOR TEMP FIX. CORRECTION: REPLACE WINDOW.	\$0.00
* Service Warranty		5	Warranty Company: 2633 : KEYSTONE WARRANTY - Claim Number : - WATER HEATER REPAIRED BY 3RD PARTY IN INDIANA, RE-IMBURSEMENT NEEDED. VP. CORRECTION: NO RE-IMBURSEMENT, COMPANY ONLY SENDS OUT PARTS AT NO CHARGE, WILL NOT PAY UNLESS PRE -AUTHORIZED! SEE RICK S.	\$0.00
* Service Warranty		6	Warranty Company: 2633 : KEYSTONE WARRANTY - Claim Number : - CUST. LEFT KEYS, HOOK # 20	\$0.00

SUBLET - N/A

Repair Part Number	Description	P/U	S/O	B/O	Rec	Total	Selling Price	Ext Price
1 117837	WINDOW 36" X 22" BLK FRAME #2000	1	0	0	0	1	\$86.77	\$86.77
1 FR	FREIGHT	1	0	0	0	1	\$28.67	\$28.67
1 SUBLET	LEAF SPRING ON C/S REAR AXLE BENT,	0	1	0	0	1	\$0.00	\$0.00
1 203491	AXLE- SHACKLE LINK	2	0	0	0	2	\$0.53	\$1.06
1 210637	AXLE-KIT W/ FLANGE & LOCKNUT	1	0	0	0	1	\$13.77	\$13.77
1 FR	FREIGHT	1	0	0	0	1	\$7.92	\$7.92

Repair bill for first broken hanger/shackle in March 2007

9036

QTY.	PART NO. AND DESCRIPTION <small>(All parts new unless otherwise specified)</small>	AMOUNT	
2	Grease Snales	14.90	29.80
12	Balls/shocke	3.50	42.00
12	NUTS	1.25	15.00
8	LI Shackles	3.50	28.00
8	Bronze Bushings 21477	3.50	28.00
2	Pins Brake Charn	3.00	6.00
1/2	Quubo Grease	6.50	3.25
1	Bracket		17.00
TOTAL PARTS			169.05

Repair bill for second broken hanger, Sep 2009

Recommend 4 new wires
E Rated - Heavier Duty
ST 235/85 R16 14ply
\$326.00



RIO VISTA MUFFLER

HITCH & WELDING
1105-D AIRPORT RD. RIO VISTA, CA 94571
PH. (707) 374-2484 BAR# AK207850

DATE IN 9/19/09	A.M. P.M.	DATE PROMISED 9-21-09	A.M. P.M.
CUSTOMER'S ORDER NO.		ORDER WRITTEN BY	
NAME		BUS. PHONE	
ADDRESS		HOME PHONE	
CITY Fairfield	STATE CA	MILEAGE	
YEAR, MAKE AND MODEL Kia Montana 2005 RL		CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	MECHANIC/TECHNICIAN RL/BL
SERIAL NO. V.I.N.		TERMS	

SERVICES REQUESTED / DESCRIPTION OF WORK	AMOUNT
- Spring Hanger Repair/Replace	
- Install spare wheel damaged tires & damaged bs spare	
* Had to swap tires on Rims - Rims different	
* Replaced Broken Bracket & reinforced - reinforced other side (previously repaired elsewhere) Replaced Shackles & Balls Both Sides - Replaced Bearings	
3 hrs labor 5th wheel plate 100.00	300.00
2 tires mounted @ 17.00	24.00

ESTIMATED COSTS			TOTAL LABOR	324.00
PARTS	LABOR	TOTAL	TOTAL PARTS	169.05
AUTHORIZED BY [Signature]	DATE 9/19/09	TIME 3:00	TOTAL SUBLET	
DATE		TIME	CALLER BY	PHONE
REVISED ESTIMATE / ADDITIONAL WORK			EPA / WASTE DISPOSAL	
PARTS	LABOR	TOTAL	TAX	14.16
AUTHORIZED BY	DATE	TIME	CALLER BY	PHONE
TOTAL			TOTAL	507.21



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. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.

SIGNATURE: [Redacted] SAVE OLD PARTS YES NO