

CL-10350969-1036

AUG 17 2010

Riverside, CA. [REDACTED]

July 19th, 2010

Keystone RV Company
P.O. Box 2000
2642 Hackberry Drive
Goshen, IN. 46527-2000

Re: Damaged/Recalled 2003 Montana Refrigerator
Recall: NHTSA # 07V-134

Dear Sirs,

This letter has been sent as advised by our attorney; it is our hope to get this resolved between us and without the need to retain legal counsel however, we are prepared to retain one if this issue is not resolved reasonably fast.

The issue is regarding the refrigerator in our Montana 2003 RV. Our refrigerator was working fine with no issues prior to your recall. We received the recall notice, followed the instructions verbatim, had the unit serviced by Bert Woolsey (an approved service technician), when he was finished he turned the refrigerator on, and advised us to leave it running for several hours. He said it would get cold again in time. IT NEVER DID WORK AGAIN!

Bert did in fact acknowledge that there was a yellow fluid leaking from a crack in the boiler box, he did expand on that issue as well. Bret has given us his phone numbers and contact information if we need him for future testimony.

We contacted your company once we realized that our refrigerator was no longer working, your response was much scripted, and your customer service representative was NOT customer service oriented in that they simply focused on the "recall" issue and not the domino effect of the initial damage or "recall" and now permanent damage to our RV refrigerator.

Your website claims the following: **"#1 manufacturer of recreational vehicles in North America and, Because we are the largest manufacturer of towable RV's, our incredible volume allows us to offer you more high quality features for your money than any other brand on the market today. When it comes to giving you more for your RV camping dollar, no other brand can compare to Keystone".**

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When we purchased our Keystone RV product we relied on your company's word of being #1 and felt we were purchasing a quality product based on its claims of being "#1" and "high quality features".

At this point we're hopeful that Keystone RV will stand behind its company's advertising assurances and provide us the customer service we expected when we purchased our RV and are due, that you will replace our refrigerator as we have very grave concerns for our safety! Having it repaired again concerns us and is not an option. Once we understood the severity of the leak we were hesitant about the repair and now that it's completely not working we have not been able to use our RV and we are not going to pay for a new refrigerator since it was working prior to the defect-recall order instructions and repair, and now not working after we did everything exactly the way we were instructed according recall letter.

We look forward to a speedy resolution as unfortunately we are not able to use our RV until our refrigerator is replaced.

NOTE: Regretfully, in the event Keystone RV decides not to replace our refrigerator promptly, we will have no option but to file a lawsuit against Keystone RV, and also file complaints with the Dept of Consumer Affairs and Better Business Bureau.

Sincerely,



C.C. Christopher P. Burke ESQ.

C.C. George H Person
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Office of Defects Investigation
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