

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

October 19, 2010

Pontiac RV Inc.
Pontiac, IL

Gentlemen:

In April, we visited Pontiac RV for the purpose of potentially purchasing an RV for use during anticipated camping trips with our children and grandchildren. As such, we were specifically interested in an RV which would satisfy that function, one which included the desired features and conveniences, but, without question, an RV which did not sacrifice quality or compromise safety.

After discussing those desired requirements with both the Pontiac RV sales representative as well as the Keystone representative who was present that day, we made a \$3,000.00 down payment towards the purchase of a 2011 Keystone Bullet Premier. Six weeks later, following manufacturing by Keystone, we completed the purchase and accepted delivery of the RV.

In early August, after using the RV on only one short-distance overnight trip, we were in route to a Yogi Bear Campground in northern Illinois with our grandchildren when the rear axle became bent and twisted. This created an unsafe condition which prevented us from successfully completing the trip. Pontiac RV picked up the RV and towed it in for warranty repair the next day.

During the almost six week period of time that it took Pontiac RV to repair the RV, we made several unsuccessful attempts to ascertain the reason for the axle failure. During that period, we reiterated our concerns regarding safety on several occasions, but were assured that Pontiac RV and Keystone would satisfactorily repair the RV.

In September, we were notified by Pontiac RV that the RV had been repaired and was ready for pick up. We made the trip to Pontiac, picked up the RV, and towed it back to Geneseo. In the short 125 mile trip back to Geneseo, the rear axle failed again. After contacting Pontiac RV of the situation, we obtained and forwarded numerous photos of the condition as requested. Pontiac RV picked up the RV in Geneseo on October 1, 2010.

Our research into the problems we've encountered with the 2011 Keystone Bullet Premier indicates that ours is not an isolated incident. We have reason to believe that Keystone is aware of an engineering and / or manufacturing defect that compromises safety.

We notified Keystone of the situation, and, due to the obvious safety issues, have advised them that we no longer wish to own this RV. We advised the Pontiac RV representative who picked up the RV accordingly. In a subsequent telephone conversation with a Pontiac RV service / repair representative, we feel that we were not treated in an honest manner, the problem was being misrepresented, and, therefore, advised him that Keystone had already been contacted and that we no longer wish to own this RV.

It has now been almost three weeks since Pontiac RV picked up the RV this second time. The RV has not provided the functionality for which it was purchased. The majority of the camping season in the upper Midwest has now been lost while the RV sat at Pontiac RV awaiting repair. It is now time to winterize the RV; the anticipated / planned camping trips with the grandchildren would now have to be postponed until next Summer. Costs for financing, insurance, and storage have been wasted while the RV awaited the return to service for travel. My concerns over safety have not even been addressed, much less alleviated.

I have not received any further communication from either Keystone or Pontiac RV regarding my request to return the RV for a full refund of the purchase price. I no longer wish to own this RV. I expect Pontiac RV and / or Keystone to provide a full refund of the purchase price.

Yours truly,

[REDACTED]

Geneseo, IL [REDACTED]

Cc: Keystone RV Company
U.S. Bank
Better Business Bureau
Attorney