

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: 10407477
Date: Monday, July 18, 2011 7:51:11 AM

Report Vehicle Safety Defects!



www.safercar.gov

Subject: FW: FW: NHTSA: Follow up to ODI Complaint: 10407477

From: [REDACTED]
Sent: Thursday, July 14, 2011 11:28 AM
To: EVOQ (NHTSA)
Subject: Re: FW: NHTSA: Follow up to ODI Complaint: 10407477

Thank you for the response to our complaint. Unfortunately, we are still traveling and do not have access to a printer where we can make adjustments and corrections. You do have the correct VIN number for the trailer which seemed to be a crucial piece.

As for the complaint itself, our major concern is that our brand-new travel trailer is a limited edition from Keystone. After multiple conversations with them and between them and the dealer from which we bought the trailer, it is clear that the manufacturer did not do proper quality control on this edition. They do not have wiring schema for repair persons to use, and were confused about the placement of the slide motor - which is the wiring that burned, causing an outage on a full circuit in the trailer that included bedroom lights.

We did not file a police report because the meltdown was found prior to a fire beginning, but as this is a limited edition trailer we remain concerned that other trailers do pose a fire hazard because Keystone is not clear about how these trailers were wired. They told one repair technician that they do not even bother with keeping wire colors consistent throughout the unit.

We are due to return to North Carolina in a week or so and will have our dealer there complete the repairs. For now, the faulty circuit(s) has been disconnected and routed around.

Finally, the address information you have for us is not correct. The city is Winston Salem, NC.

We will be glad to update the PDF files when we once again have access to the proper equipment.

Thank you,
[REDACTED]

On Tue, Jul 5, 2011 at 12:38 PM, <EVOQ@dot.gov> wrote:



Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

