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[Redacted]

Ruidoso, NM [Redacted]
September 24, 2011

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Keystone RV Company
Customer Service
2425 Davis Drive
P. O. Box 2000
Goshen, IN 46527-2000

Dear Sirs:

A little over a year ago we purchased a new Cougar XLite 26SAB fifth wheel from Main Trailer Sales in Roswell, NM . We were quite pleased with everything until three or four months later.

The first item that came to our attention was the carbon monoxide detector. We wondered why the light was not showing green. After removing it we discovered that it was not battery operated, but rather hard wired (or should have been). The wires were not connected to anything. Fortunately, this was a task that my husband could complete.

We then winterized the fifth wheel and in early spring took another short trip to make sure everything else was working properly. On our third trip, we noticed that the large drawers for pots and pans were not closing properly. When my husband took the drawers out, he discovered that the screws which held the drawer slides were not long enough and the slides had no support. He placed a small piece of wood under the slides (there was no support at all at the bottom) and using longer screws he solved the problem. During this same trip, the cabinet door under the sink came completely off. The problem again was screws which were not secured properly. Again, my husband's ingenuity solved the problem.

About a month ago, I took my grandchildren camping in a nearby forested campground. One of them, age 10, hit her foot on the under seat storage cabinet. The door and surrounding framing came completely off and that's when we discovered it was kept in place with staples and not a single screw was in sight. After we arrived home, my husband fixed this with screws and nails and it is now securely in place.

But the biggest problem of all came to light on a recent two-week trip we made to Yellowstone Park. On the way back, another driver pulled alongside and motioned for us to pull over. We did so immediately and he pulled over behind us. The top of the bumper had come loose from the back of the trailer and the spare tire was dragging on the road. Needless to say, the cover was in shreds and even a portion of the tire had wear from dragging on the road. We removed the spare tire and, using bungee cords, pulled

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the bumper back up in place. This could have been a dangerous situation had the bumper come completely off and another driver behind us had struck it. When we arrived in Albuquerque over an hour later, we went to United RV and they re-welded the bumper using metal L's to hold it in place. We feel this is how the bumper should have been attached when manufactured. I have included a copy of the invoice showing the charge we paid for having this done. So we are not only out the \$150+, but we have no spare tire cover and are somewhat afraid to use a spare tire that has been dragged on the road.

When one spends almost \$35,000 for an item, they naturally expect that they are buying a quality product. Keystone has an excellent reputation but apparently this does not apply to RV's that are below the Montana price range. We are disappointed in our Cougar and are not sure we will buy another Keystone product when we are ready to upgrade. Obviously, since we have owned our fifth wheel for only one year, we cannot possibly consider selling it at this point. I fully intend to post my problems with this RV on Facebook so that potential RV buyers will be aware of the danger and certainly look closer at the little things. Also, I am sending a copy of this letter to the National Highway Traffic Safety Administration because the bumper problem could have caused a very serious accident.

Should you need additional information or wish to contact us, our telephone number is

Sincerely,

cc: National Highway Traffic Safety Administration

Ruidoso, NM



Administrator
National Highway Traffic Safety
Administration
1200 New Jersey Ave. SE
Washington, DC 20590

