



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

August 21, 2012

[REDACTED]

Walnut Cove, NC [REDACTED]

NVS-216 nam  
Ref. No. 10467325

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2010 Keystone Fuzion Toy Hauler Recreational Vehicle (RV). Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that your MY 2010 Keystone Fuzion Toy Hauler RV has had many problems. Overall, you are dissatisfied with the Keystone RV Company and the customer service you received at your local dealer. You request that Keystone RV Company assist you in obtaining a different RV.

We have reviewed our database in an effort to identify whether a safety defect trend exists with the problems you experienced in your MY 2010 Keystone Fuzion Toy Hauler RV. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the NHTSA investigation and recall process can be found on our web site at [www.nhtsa.gov](http://www.nhtsa.gov).

We sympathize with you concerning the quality of your RV and lack of customer service. However, your request for a different RV does not fall under our jurisdiction. If you have not done so, you may consider contacting the North Carolina Office of the Attorney General regarding your problems and your rights under State law. The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the

FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

Also, you may consider contacting your local Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at, 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely yours,



Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement