

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received DEC 21 2012 16-NOV-2012		Repository <input type="checkbox"/> Reference No. 10484902
OWNER INFORMATION (Type or Print)						
Name		Address		Daytime Telephone Number	E-mail Address	
City		State	Zip Code	Evening Telephone Number		
ATLANTA		MI				
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).						
VEHICLE INFORMATION						
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year		
4YDF29727B2		KEYSTONE	COUGAR	2011		
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:		
7-14-2011	Brew Baker Housing Co. - RV 989-933-8535		No: Cylinders			
Original Owner	Dealer's City	State	Zip Code			
<input checked="" type="checkbox"/>	ONAWAY	MI	49765			
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)		
	<input type="checkbox"/> Cruise Control			14-NOV-2012		
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Codes: 356000 EQUIPMENT, ADAPTIVE, FUEL/PROPULSION SYSTEM (PWS)				Failure Mileage	Failure Speed	
				4000		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE						
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment	Failure Location:			
		<input type="checkbox"/> Prior Repair				
Tire Component Code				Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE						
Make:		Date Manufactured:	Model No./Name:			
Seat Type:		Installation System:				
Child Seat Component Code:		Failed Part:				
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)						
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police		
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	N		
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).						
TL* THE CONTACT OWNS A 2011 KEYSTONE COUGAR RV. THE CONTACT STATED THAT THE FURNACE FUEL LINE WAS LEAKING. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHO REPLACED THE FUEL LINE. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 4,000.						
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY			
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.						

NATSA

Ref # 10484902

CAMPING WORLD RV SALES
2735 W. HOUGHTON LAKE DR
HOUGHTON LAKE MI
US
48629
989-366-8988

CUSTOMER WORK ORDER # 24780

WO Date: 15 NOV 12
Tag#:
Author: MELISSA.UNDERWOOD
Stock No:
Year: 2011
Manufacturer: KEYSTONE
Brand: COUGAR
Model: 2011
Length: 25'0"
Serial#: 1SE200L248G000164
Chassis#: 4YDE29727B2
Miles/Hrs:
Purchased Date:
Warranty Date: 14 JUL 11
Date In: 15 NOV 12

First Name: [REDACTED]
Customer Name: [REDACTED]
Address: [REDACTED]
: ATLANTA, MI
Postal/Zip: [REDACTED]
Phone#(res): [REDACTED]
Phone#(bus): [REDACTED]
Cell Phone:
ExtW Co:
ExtW No:
Email:
NextAction Date: 16 NOV 12
Completed Date: 15 NOV 12
Invoice#: 107240
:

Job # Description JOB INFORMATION

1 FURNACE WILL NOT LIGHT DOESN'T CLICK
MODEL
SERIAL

Job# LABOUR Total

1 Z990 267.00

Excode Job# Description EXTRAS Qty Price Total

M 1 COPPER TUBING 6.00 1.89 11.34

CUSTOMER COMMENTS

11-15-12 FURNACE TRIED TO IGNITE FOUND BOTH LP TANKS EMPTY PUT 2
GALLONS IN DRIVESIDE TANK TRIED TO LIGHT FURNACE STILL NOTHING
PULLED FURNACE CHECKED IGNITOR AND BURNER CLEANED AND ADJUSTED
RAN FURNACE ON BENCH RAN FINE, REINSTALLED IN THE UNIT STILL
NOTHING FOUND LOW GAS PRESSURE IN UNIT (CHECKED LINE TO FURNACE
FOUND LINE FLATENED AND PINCHED BETWEEN METAL AND FRAME TOOK
PICTURES REPLACED 6FT COPPER) LINE DID A LEAK DOWN TEST ON LP
SYSTEM TESTED FURNACE RAN FINE CYCLED THREE TIMES NO ISSUES

Work Order : 24780

Parts Total:	0.00
Labour Total:	267.00
Sublet Total:	0.00
Extras Total:	11.34
Tax Total:	0.68
Work Order Total:	279.02

Customer Signature: _____

Date: 15 NOV 2012

DATE VEHICLE DROPPED OFF _____

DATE OF APPOINTMENT _____

REPAIR COMPLETION DATE _____

OWNER NOTIFIED OF COMPLETION @ TIME _____ DATE _____

DATE RELEASED/COLLECTED _____

I/WE, THE UNDERSIGNED, ACKNOWLEDGE THE FOREGOING AS FACTUAL AND I/WE HEREBY ACKNOWLEDGE RECEIPT OF THE COMPLETED WORKORDER. I/WE HAVE INSPECTED MY/OUR VEHICLE AND HAVE EXAMINED THE WORK DONE. I/WE CONFIRM THAT THE WORK HAS BEEN COMPLETED TO MY/OUR SATISFACTION.

SIGNATURE OF OWNER _____

BURNSIDE RV CENTERS
 2735 W HOUGHTON LAKE DR
 HOUGHTON LAKE, MI 48629
 989-732-3443

NOVEMBER 15, 2012 05:25P

Account # : XXXXXXXXXXXX
 Expiration # : N/A
 Tran Type : CREDIT SALE
 Batch # : 320001
 Reference # : 006 Approval : 07607A

VISA

TOTAL \$ 297.02

includes 1.30\$ Tank Propane.
117 OUR PART

X _____
 I AGREE TO PAY ABOVE TOTAL AMOUNT
 ACCORDING TO CARD ISSUER AGREEMENT
 (MERCHANT AGREEMENT IF CREDIT VOUCHER)

CUSTOMER COPY

Reference No 10484902
Filed on 16-Nov 2012 by phone.
12 Dec 2012
E-mail : [REDACTED]

[REDACTED]
Atlanta, MI. [REDACTED]
[REDACTED]

To NHTSA:

On July 16th I bought a new 2011 Cougar by Keystone Fifth Wheel mobile travel trailer, vehicle # 4YDF29727B2 [REDACTED] from Brewbaker Housing Co-Rv at 20935 Washington Ave Onaway Mi . after one trip to Florida about 3500 mi and sitting in my driveway at [REDACTED] Atlanta, Mi my son and grand daughter were going to spend the week end in the unit on 14 Nov. 2012 . I tried to light the furnace to warm it up I smelled gas and the furnace would not light thinking there was something wrong with the furnace I called Keystone and was told to call Suburban manufacturer. of the furnace ,they told me to call camping world in Houghton Lk mi 2735 West Houghton Lk drive Houghton Lk MI 48629 for warranty they took the unit to work on and after several bench tests they checked the fuel line, propane, and found the line was ran over the frame and under the floor and with body shifting the copper 3/8s line was crushed and cracked allowing 17 gals of fuel and vapors (2 -30 lb tanks) to leak into the camper living area and in to the belly and storage area .The fact that the furnace is a self contained unit and there was not a light sw. turned on or any other ignition point and only by the grace of god someone was not burnt alive. camping world took pictures of the problem for Keystone to pay the bill , they only paid ½ and refused to look in to a recall . camping world would not give me the pictures. or the copper tubing (they showed it to me and they said they needed to send them to keystone but would keep the pics on file). The model # of this unit is 297RKS rear kitchen 2 slides. There are many units like mine and if it happened to mine it could happen to many more and they may not be as lucky as we were. Keystone makes other units with the same floor plan but different names.

I feel the there is a strong likely hood that some one will be maimed or killed from the explosion if this gas line is not moved to a different location. I don't think the co would due anything if you don't act on this as a recall .

[REDACTED]

Res. #
10484902

[REDACTED]
ATLANTA MI [REDACTED]
[REDACTED]

Veh #
4YD F29 727 B2 [REDACTED]

