



U.S. Department of Transportation  
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(5)

**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 311

Date Received  12-MAY-2015	Repository <input type="checkbox"/>
	Reference No. 10716884

**OWNER INFORMATION (Type or Print)**

Name			Daytime Telephone Number		E-mail Address	
Address						
City HOLLY SPRINGS		State NC	Zip Code		Evening Telephone Number	

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 4YDF34021E4		Make KEYSTONE	Model MONTANA HIGH COUN	Model Year 2014
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 08-MAY-2015

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 354000 EQUIPMENT: MECHANICAL	Failure Mileage	Failure Speed
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**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 <input type="checkbox"/> Prior Repair	Failure Location:
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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).

I HAVE BEEN INFORMED THAT YOU ARE TRACKING THE SUBJECT RECALL. I WAS SENT A COPY FROM KEYSTONE. I HAVE A CONCERN ABOUT THIS RECALL. I TOOK MY KEYSTONE 2014 MONTANA 3402RL TO TIARA RV IN ELKHART, IN SO THEY COULD DO THE RECALL. THEY ASSURED ME THEY USE THE OFFICIAL RECALL REPAIR. ON THE SECOND DAY OF USE, RETURNING FROM TIARA, A TRIP OF ABOUT 500 MILES, THE STEP FAILED AGAIN AS IT DID PRIOR TO THE RECALL. HOWEVER, THIS TIME INSTEAD OF A RIVET FAILING, THE NUT ON THE TOP BOLT WAS MISSING. I CHECKED THE OTHER 3 BOLTS/NUTS AND THEY WERE VERY LOOSE AND WOULD HAVE FALLEN OFF WITH A FEW MORE MILES OF VIBRATION.

I COULD SEE THE FLAW OF THIS FIX; STANDARD BOLTS AND NUTS WITHOUT LOCK WASHERS OR LOCK NUTS WITH NYLON INSERTS IN THE THREADS. SO FOR MY SANITY, I WENT TO THE HARDWARE STORE AND BOUGHT 4 SS BOLTS LONGER THAN THE RECALL USED AND 4 LOCK NUTS. SO FAR SO GOOD, I'LL KEEP AN EYE ON MY FIX, BUT I'M CONCERNED THAT THE RECALL FIX I GOT WAS OBVIOUSLY NOT VERY GOOD. TIARA RV SAID THEY USED THE OFFICIAL FIX, AND KEYSTONE SAID TO TAKE IT TO ANOTHER DEALER. BUT IT'S NOT WORTH FUEL COST TO TOW THE RV TO ANOTHER DEALER TO MAYBE GET MY FIX REMOVED AND THE POOR OFFICIAL FIX REINSTALLED.

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.

2 days after I contacted NHTSA about my issue. Keystone called me and stated they had found the problem with the recall and were notifying dealers to stop the recall until they changed the part kits to include lock nuts. Since then they have sent to me a complete updated kit and I have repaired my steps per their specifications.



**From:** [Atkins, Tanya CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: Follow up to ODI Complaint: ----10716884----  
**Date:** Monday, June 01, 2015 12:11:32 PM  
**Attachments:** [10716884 update.pdf](#)

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**Sent:** Friday, May 29, 2015 9:33 AM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: Follow up to ODI Complaint: ----10716884----

**From:** [REDACTED]  
**Sent:** Friday, May 29, 2015 8:25 AM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** Follow up to ODI Complaint: ----10716884----

Please see attached PDF of corrections and additions:

[REDACTED]