


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

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p align="center"><b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p align="right">FOR AGENCY USE ONLY 100647</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received</p> <p align="center">01-JUL-2015</p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No.</p> <p align="center">10732105</p>	
<p>Name</p> <p>Address</p>		<p>Daytime Telephone Number</p>	<p>E-mail Address</p>	<p>Evening Telephone Number</p>	
<p>City</p> <p align="center">RAINIER</p>	<p>State</p> <p align="center">OR</p>	<p>Zip Code</p>			
<p><i>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).</i></p>					
<b>VEHICLE INFORMATION</b>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>4YDT21229DX [REDACTED]</p>		<p>Make</p> <p align="center">KEYSTONE</p>	<p>Model</p> <p align="center">BULLET</p>	<p>Model Year</p> <p align="center">2013</p>	
<p>Date Purchased</p> <p align="center">21-APR-13</p>	<p>Dealer's Name and Telephone Number</p> <p align="center">CAMPING WORLD</p>		<p>Engine:</p> <p align="center">No: Cylinders</p>	<p>Fuel Type:</p>	
<p>Original Owner</p> <p><input type="checkbox"/></p>	<p>Dealer's City</p>	<p>State</p>	<p>Zip Code</p>		
<p>Transmission Type</p>	<p><input type="checkbox"/> Antilock Brakes</p> <p><input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p> <p align="center">1</p>	<p>Incident Date(s)</p> <p align="center">23-APR-2013</p>	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
<p>Vehicle Component Codes: 980000 UNKNOWN OR OTHER, 351000 EQUIPMENT: RECREATIONAL VEHICLE</p>			<p>Failure Mileage</p>	<p>Failure Speed</p>	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
<p>Make:</p>	<p>Date Manufactured:</p>		<p>Model No./Name:</p>		
<p>Seat Type:</p>	<p>Installation System:</p>				
<p>Child Seat Component Code:</p>	<p>Failed Part:</p>				
<b>APPLICABLE INCIDENT INFORMATION</b>					
<p align="center"><i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i></p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police</p> <p align="center">N</p>	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).</p>					
<p>CPSC: X1530922A. KEYSTONE BULLET. CONSUMER STATED WHEN COOKING INSIDE THE TRAILER, THE RANGE HOOD CAUSES THE SMOKE ALARM TO GO OFF, DUE TO FUMES AND ODORS BECOME AIRBORNE IN THE CABIN. *SS</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p align="right">ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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 to 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.</p>					

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

*See attachments*

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

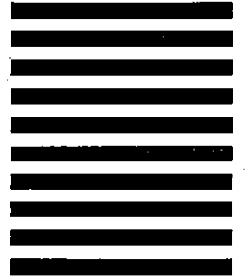
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC  
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle  
has a safety defect?**



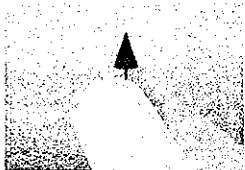
**If so:  
Use the enclosed  
form to file a report.**

**or visit:  
[www.safercar.gov](http://www.safercar.gov)**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



Vehicle Owners' Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



[REDACTED] **TREE FARM**  
[REDACTED]  
**Rainier, OR** [REDACTED]  
[REDACTED]  
**Owners since 1948** - **We practice sustainable forestry**  
*Family Certified Tree Farm*

June 16, 2014

Keystone Owner Relations  
2642 Hackberry Dr. PO Box 2000  
Goshen, IN 46527-2000

RE: 2013 Keystone Bullet 212RBS  
VIN: 4YDT21229DX [REDACTED]

Sirs:

We are appealing Keystone representative Don Ely's decision to deny us any reasonable remedy to a serious flaw in the design of the unit. That is, whenever we are cooking inside the travel trailer, the range hood simply recycles the fumes and causes the smoke alarm to go off. This happens with the roof vents open and a side window also open. Obviously, this is very aggravating, as you can imagine.

Once the smoke alarm is sounding, the only alternative is to remove the battery or take the unit outside. I think you have some exposure when you know of a potentially dangerous problem with few alternatives. If the smoke detector is not functioning to correct a problem arising from a serious design flaw, you could be held accountable to some degree.

Your representative told us the list of features on the sales contract included a recycling range hood. There is nothing on the sales contract. When examining the Bullet brochure, there is no listing for an outside vented range hood as an option. In fact, for the list of "Standards & Options", there is no reference to a recycling range hood.

We are on our fifth RV and this is the only one with such an onerous problem. All vented to the outside as one would expect for such a confined space.

Since this is a manufacturer's design flaw in the engineering of the unit, we would accept either one of the following remedies:

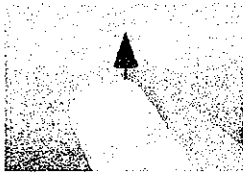
1. An outside vented range hood installed by our dealer at no charge to us.
2. A Fantastic (or similar) vent fan installed by our dealer at no cost to us.

Otherwise, we are very pleased with the RV, but we could not recommend this annoyance to anyone who might be interested in purchasing a Keystone product.

Sincerely,

A solid black rectangular redaction box covering the signature area.

CC: Attorney, Robert Van Natta



[REDACTED] **TREE FARM**  
[REDACTED]  
**Rainier, OR** [REDACTED]  
[REDACTED]  
**Owners since 1948** - **We practice sustainable forestry**  
*Family Certified Tree Farm*

September 4, 2014

Better Business Bureau of Indiana  
Ft. Wayne, IN

Sirs:

I am reporting a serious problems with a Keystone travel trailer bought in 2013. The range hood has an internally vented hood which ejects all vapors into the cabin of the trailer which sets of the smoke alarm when cooking.

I have called the company and they rejected my complaint. I was asked to write to appeal the representative's decision. This letter was ignored until I wrote a second time. This time the same representative responded and again provided no remedy. I asked to speak to a manager and he is, apparently, inaccessible. The rep said he would forward my complaint and I would get a reply. To date there has been no response.

The dealer has been asked to provide some form of relief, but that hasn't materialized.

Obviously, I feel this is a safety issue and should be resolved.

Any help would be appreciated.

Sincerely,

[REDACTED]

Encl: 2



BBB of Northern Indiana  
4011 Parnell Ave.  
Fort Wayne, IN 46805  
Tel: (260) 423-4433 Fax: (260) 423-3301

September 9, 2014

[REDACTED]  
Rainier, OR [REDACTED]

RE: Case # [REDACTED] Keystone R V Company

BBB has received a response from the business regarding your complaint. Please review their response to your original complaint and advise us of your position in the matter in writing by **September 19, 2014**.

The details of the complaint (including the business' response) are included on the reverse side of this page. Please indicate whether the company's response is satisfactory or not within ten (10) days.

If BBB does not receive your response within ten (10) days, your complaint will close as "Assumed Satisfied."

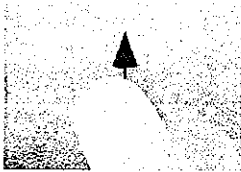
Please use our ONLINE COMPLAINT system to respond this complaint. The following URL (website address) will take you directly to this complaint. You can enter your response directly on our website:

[REDACTED URL]

If you cannot respond using the Internet, please respond in writing to the address above.

Respectfully,

Susan Firestine  
Dispute Resolution/Business Review Specialist  
BBB of Northern Indiana  
susan@northernindiana.bbb.org



[REDACTED]  
Rainier, OR [REDACTED]  
[REDACTED]

**Owners since 1948**

**We practice sustainable forestry**

***Family Certified Tree Farm***

September 14, 2015

US Department of Transportation  
Washington, DC

Dear Sirs:

Thank you for following up with a questionnaire regarding a complaint which could potentially cost a life or more.

I got absolutely no support from the dealer or the manufacturer regarding a very hazardous defect to a 2013 Keystone Bullet purchased in April of 2013. The hazard is very much a concern as it was the first time we used the unit.

The enclosed correspondence describes a serious flaw in the engineering of our travel trailer. The cooking odors are vented to the cabin. This sets off the smoke detector every time. Removing the battery or the detector has some serious ramifications which are easily preventable.

Such a configuration should not only be outlawed, but resolved by adding a cooking vent to the outside. A recall of these models should be implemented. We even installed a powered roof vent at considerable cost, but that did not remedy the problem.

One letter from Keystone indicates the warranty has expired.

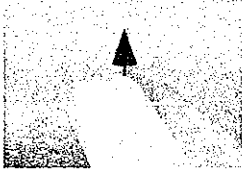
1. This is not a warranty claim.
2. If so, my claim originated in the form of phone calls to Camping World and then to the manufacturer well before the year had expired.

If you can bring this to closure, it would be greatly appreciated.

Sincerely,

[REDACTED]

Encl: 4



[REDACTED]  
[REDACTED]  
Rainier, OR [REDACTED]  
[REDACTED]

**Owners since 1948**

-

**We practice sustainable forestry**

***Family Certified Tree Farm***

August 11, 2014

Keystone Owner Relations  
Goshen, IN

Sirs:

Enclosed is a letter sent to you nearly two months ago and we have not had a response from anyone. That should be surprising, but I guess not.

“Once sold, it’s your problem!” must be the company motto. We would be unlikely to shop for another Keystone product unless this is resolved.

Maybe the Indiana Better Business Bureau needs to be contacted in regard to this callous attitude displayed towards a customer.

Regrettably,

[REDACTED]

**BBB of Northern Indiana**

COMPLAINT ACTIVITY REPORT Case # [REDACTED]

Consumer Info:

[REDACTED]  
Rainier, OR  
[REDACTED]

Business Info:

Keystone R V Company  
2642 Hackberry Dr  
Goshen, IN 46526-6811  
574 537-3947**Consumer's Original Complaint :**

Please see attachment of consumer complaint.

**Consumer's Desired Resolution:****BBB Processing**

09/08/2014    **slf BBB** Case Received by BBB  
 09/08/2014    **slf BBB** Case Reviewed by BBB - Member  
 09/08/2014    **Otto MAIL** Send Acknowledgement to Consumer  
 09/08/2014    **Otto EMAIL** Notify Business of Dispute - Member  
 09/09/2014    **WEB BBB** RECEIVE BUSINESS RESPONSE : Contact Name and Title: Keystone

Customer Service

Contact Phone: 866-425-4369

Contact Email: ownerrelations@keystonerv.com

Keystone has reviewed the complaint filed by [REDACTED] Keystone RV Company products carry a 1 year manufacturer's limited warranty. This unit was sold on 4/25/2013, thus the manufacturer's warranty has expired on 4/25/2014 and at this time, no manufacturing defect has been presented to Keystone RV Company as all items are within code. Thank you, again, for bringing this matter to our attention, respectfully, we will not be participating in repairs to this unit.

OFFER:

09/09/2014    **slf BBB** Forward Business response to Consumer



**OREGON DEPARTMENT OF JUSTICE  
CONSUMER COMPLAINT FORM**

**Please Note the Following:**

Under Oregon Law, the Attorney General cannot act as your private attorney or give you legal advice. Deadlines may prevent you from starting a lawsuit if you wait too long. Filing this complaint does not change those deadlines or guarantee the results you want. You may wish to contact a private attorney. If you paid by credit card, the card issuer may offer relief (or protection).

- 1. Please use dark ink. Type or print clearly.
- 2. Return this form with copies of important papers.
- 3. Keep your original papers.
- 4. Attach any additional explanation.

[Redacted] First Name      [Redacted] Middle Initial      [Redacted] Last Name  
 [Redacted] Mailing Address  
 Rainier, OR [Redacted]  
 City State Zip  
 [Redacted] Day Phone      Same Evening Phone      Too remote Cell phone number      [Redacted] Email address

Keystone RV Company  
 Name of Business or person about which you are complaining  
 2642 Hackberry Drive PO Box 2000  
 Mailing/Street Address  
 Goshen, IN 46527-2000  
 City State Zip  
 (574) 535-2100  
 Phone

Date of Transaction(s): 4/23/13  
 How much money, if any, do you believe you lost? \$350.00  
**Whom have you contacted regarding your complaint?**  
 Attorney \_\_\_\_\_  
 Business Keystone RV Company \_\_\_\_\_  
 Other Indiana Better Business Bureau \_\_\_\_\_  
 I am not requesting action on this complaint.  
 I am over 65 years of age  
 I am under 30 years of age  
 English is not my first language  
 I am a veteran  
 I would like info on **Veteran's Benefits**  
 If you would like to receive **SCAM ALERTS**, print your email address: \_\_\_\_\_

**FOR OFFICIAL USE ONLY**

FF #: \_\_\_\_\_ Rec'd From: \_\_\_\_\_  
 Comp. Code: \_\_\_\_\_ Bus Code: \_\_\_\_\_ Ref'd To: \_\_\_\_\_  
 Comp. Code: \_\_\_\_\_ Bus Code: \_\_\_\_\_ Uncheck: -Cons.Comp. -Websrch  
 Closing Code: \_\_\_\_\_ Ltr Type: \_\_\_\_\_ Notes: \_\_\_\_\_  
 Rtn to: \_\_\_\_\_ Notify: \_\_\_\_\_  
 Cc: \_\_\_\_\_ \$\$Amt: \_\_\_\_\_  
-ADS -HJM -GJD  
 DM#5557830 Rev: 7/7/2014

**DETAILS OF COMPLAINT**  
(attach additional pages if necessary)

If your complaint is about a cell phone account, please list the cell phone number here: \_\_\_\_\_

If your complaint is about a website, please list the website here: \_\_\_\_\_

Sirs:

My wife and I purchased a Keystone Bullet Ultralite RV camping trailer on April 21, 2013 from Camping World in Hillsboro. Although we did not use the camper for some time, we discovered while cooking for the first time, the range hood vents to the interior of the cabin blowing fumes, odors, and visible air borne pollutants into the cabin. Consequently, the smoke detector begins to function as expected. This has happened a number of times. All of our previous units vented the cooking fumes to the outside.

When this occurs, we have few options which may include:

1. Removing the battery from the detector
2. Moving the smoke detector to another location
3. Not cooking in the RV
4. Wait for the screaming smoke detector to stop

I called Keystone and complained about the poorly engineered range hood. I was told by representative Don Ely that the system functions as engineered. He asked if we open a window or vent while cooking and we always did. In essence, he denied our request for a remedy. Mr. Ely suggested I write to Keystone Owner Relations which I did on June 16, 2014. After no response, I wrote again and Mr. Ely responded saying my claim had been denied, again. I asked for a supervisor to intervene. He said the person was only available by email. I suggested my appeal be forwarded to the supervisor which Mr. Ely said he would do. As of Oct. 7, 2014, I have had no response.

I also registered a complaint with Camping World, but a temporary supervisor was only empathetic and said he would forward the complaint to a manager. Again, no action

The Indiana Better Business Bureau corresponded with the company and Keystone quickly responded by stating the camping trailer has a one year warranty and that it had expired.

In my view this is a serious safety issue which could endanger lives whenever the smoke detector is disabled. There is great potential and likelihood for injury if the smoke detector is missing or inoperative.

I strongly believe the manufacturer is at fault and could remedy the situation by one of the following:

1. Replace the current range hood with one which vents to the exterior.
2. Install a power vent fan in the ceiling replacing a non-electric unit.

Either of these options at no cost to me would be acceptable.

In the Keystone Owner's Manual it states under Range Hood (page 37). "Please Refer to the manufacturer instructions supplied with the unit for care and operation". This document does not exist! The hood is manufactured by Ventline by Dexter, Bristol, IN. Model Number (maybe): CD0147-01 There is only an aluminum screen and a fan which blows all the air to the right and left under the range hood. No carbon filter, either.

ENCL: 3

**By my signature below, I understand a) this complaint will become part of DOJ's permanent records and is subject to Oregon's Public Records Law; b) this complaint may be released to the business or person about whom I am complaining; c) this complaint may be referred to another governmental agency. By my signature below I authorize any party to release to the DOJ any information and documentation relative to this complaint.**

Over 65?

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

You can scan the completed form and documents and email to: [help@oregonconsumer.gov](mailto:help@oregonconsumer.gov) or;  
fax to: 503.378.5017 or;  
mail to: Oregon Department of Justice  
Financial Fraud/Consumer Protection Section  
1162 Court St. NE  
Salem, OR 97301.



**Keystone RV  
Company**



**Dutchmen**  
a division of Keystone RV

October 13, 2014

Sent via fax: 503-378-5017

Oregon Department of Justice  
Ellen F. Rosenblum  
Financial Fraud/Consumer Protection Section  
1162 Court St. NE  
Salem, OR 97301

Re: [REDACTED] VIN 4YDT21229DX [REDACTED] 2013 Bullet

Dear Ms. Rosenblum,

Thank you for contacting us regarding the above mentioned Customer. We have carefully reviewed the complaint. We researched the recreational vehicle codes. They indicate that a cooking surface should have a vent in the roof within 5 feet of any point directly above and provide unobstructed flow from the cooking appliances.

This particular unit has a self-contained exhaust vent over the stove, and in addition has the above-described roof vent.

The fantastic fan the Customer speaks of in his letter is an after-market product and he may purchase through most dealerships. In addition, the warranty on this particular unit expired 9/21/14.

Based on the above, there is no manufacturers defect present.

Sincerely,

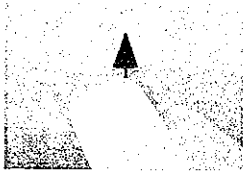
**KEYSTONE RV COMPANY**

Tim Nusbbaum  
Customer Service  
Finance/Legal Manager

cc: file

[REDACTED]  
Rainier, OR [REDACTED]

PO Box 2000 - Goshen, IN 46527-2000  
Phone: (866) 425-4369 - Fax: (866) 273-1451  
[www.keystonerv.com](http://www.keystonerv.com)



[REDACTED]  
Rainier, OR [REDACTED]  
[REDACTED]

**Owners since 1948**

**- We practice sustainable forestry**

***Family Certified Tree Farm***

November 6, 2014

Oregon Department of Justice  
Consumer Protection  
Salem

Dear Ms. Rosenblum,

Thank you for referring my complaint to Keystone RV Company. I received a copy of the response from Keystone and I was expecting a letter from you to determine your reaction.

Tim Nushaum, Customer Service, responds and declares that there is “no manufacturers (sic) defect present”.

This complaint is based upon an issue much more important than a warranty. Keystone is selling numerous units in Oregon which are inherently dangerous and can result in the death or injury to the occupant. Keystone is unwilling to admit the engineering is unsound.

Cooking in a RV trailer should be expected by the manufacturer to be an ordinary and customary activity. However, when such activity activates the smoke alarm to cause the owner to remove the detector or remove the batteries, that is a simple blatant oversight and should be corrected by the manufacturer. Shortly after writing to you, we were camping in Washington and my wife began to cook breakfast. Even with the windows open and the electric vent fan (which I had installed) running, the alarm went off when my wife sprayed Pam on the skillet.

This is so egregious that the state of Oregon should declare the units uninhabitable and unsafe until the defect is corrected. I am confident your agency has that authority. It could save someone's life!

Thanks you.

Sincerely,

[REDACTED]

Encl: 2

POSTNET barcode

[Redacted]

RAINIER, OR



US Dept of Transportation  
Office of Defects NVS-210  
1200 New Jersey Ave. NVS-210  
Washington, DC 20077-9388