

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552 (b)(7)(C)</p> <p><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>AGENCY USE ONLY 100148</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>				<p>Date Received: 22-JUN-2016</p>	
<p>Name: [REDACTED]</p>		<p>Address: [REDACTED]</p>		<p>Repository: <input type="checkbox"/></p>	
<p>City: DAPHNE</p>		<p>State: AL</p>		<p>Reference No.: 10875842</p>	
<p>Zip Code: [REDACTED]</p>		<p>Daytime Telephone Number: [REDACTED]</p>		<p>E-mail Address:</p>	
<p>Evening Telephone Number:</p>		<p>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).</p>			
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4YDF28S24EV [REDACTED]</p>		<p>Make: KEYSTONE 28565</p>		<p>Model: COUGAR</p>	
<p>Model Year: 2014</p>		<p>Date Purchased: 6/18/14</p>		<p>Dealer's Name and Telephone Number: RV CONNECTIONS 850-763-6910</p>	
<p>Engine: No: Cylinders</p>		<p>Fuel Type:</p>		<p>Original Owner: <input checked="" type="checkbox"/></p>	
<p>Dealer's City: PANAMA CITY</p>		<p>State: FL</p>		<p>Zip Code: 32405</p>	
<p>Transmission Type: <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>		<p>Powertrain</p>		<p>Multiple Failure:</p>	
<p>Incident Date(s): 31-MAY-2016</p>		<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>			
<p>Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 160000 STRUCTURE Electric Awning</p>				<p>Failure Mileage</p>	
<p>Failure Speed: 65</p>				<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>	
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM9ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>	
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<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>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Number of Persons Injured: 0</p>	
<p>Number of Deaths: 0</p>		<p>Reported to Police: 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>TL* THE CONTACT OWNS A 2014 KEYSTONE COUGAR RV. WHILE DRIVING 65 MPH, THE AWNING MOTOR DETACHED. THE VEHICLE WAS TAKEN TO A RV DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <b>ATTACH ADDITIONAL SHEETS IF NECESSARY</b></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)**

Electric 10' Awning released and tore off in transit. Didnt know this occurred until I arrived at home. Contacted Key Stone RV manufacture about the problem. They told me there was a recall but my unit was not on recall. I told them it should be and gave them these Serial # [redacted] - MS# [redacted] - Mfg/PNC [redacted] SKU# [redacted] Dometic 1/10/14. No fill this is a safety problem. IF this had hit a car it would be a serious problem. I lost the awning between Navarre Beach, FL and Daphne AL.

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

MOBILE

AL 366

03 AUG '16

PM 11



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, NEF-100  
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 Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

