



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

NOV - 7 2016
13-SEP-2016

Repository ☐

Reference No.
10906175

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ROCK State MI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]

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
4YDF30125FE [REDACTED] Make KEYSTONE Model ALPINE *5th wheel* Model Year 2015
Date Purchased Nov 2014 Dealer's Name and Telephone Number
Original Owner ☒ Dealer's City State LA Zip Code N/A Engine: No: Cylinders N/A Fuel Type: Diesel
Transmission Type N/A ☐ Antilock Brakes Powertrain N/A Multiple Failure: Incident Date(s) 07-AUG-2016
☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 162900 STRUCTURE: BODY: ROOF AND PILARS Failure Mileage Failure Speed 55

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) ☐ Original Equipment ☐ 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 ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured 0 Number of Deaths 0 Reported to Police 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 2015 KEYSTONE ALPINE TRAILER. WHILE DRIVING APPROXIMATELY 55 MPH, THE ROOF BEGAN TO DETACH. THE CONTACT TOOK THE VEHICLE TO THE DEALER WHERE IT WAS DETERMINED THAT THERE WAS A MANUFACTURER DEFECT DUE TO THE FACT THAT THERE WAS NOT ENOUGH ADHESIVE ON THE VEHICLE TO KEEP THE ROOF ATTACHED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN.
manufacturer (Keystone) was made aware after our vehicle insurance denied our claim. Their investigation/inspection determined Manufacturer Defect. The vehicle is in for repair now. After a battle, Keystone has agreed to cover all costs of repair. We got the Indiana Attorney General involved.

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.

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

- While driving on Hwy The roof started Flapping - driver behind us Flagged us over.
No crash - no injuries ① Filed vehicle insurance claim
② claim denied - upon inspection it was determined To be a manufacturer defect.
③ Contacted Keystone (Mike Chapman) who Told me Twice That it was out of warranty +
That he could not guaranty That Keystone would participate in any repairs. I
e-mailed The Insurance info + pictures To him. I got no response - 5 days passed.
④ Contacted Indiana Atty Gen'l via Their website + Filed a complaint.
⑤ Pulled The vehicle To HillTop Rv (Keystone dealer) - Told Them it was staying There until
it was Fixed + That not one Penny would be coming out of our Pocket !!
⑥ Few days Later, got a call From HillTop Telling us That Keystone would cover costs.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
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**National Highway
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Administration**

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

Official Business
Penalty for Private Use \$300



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**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

or call:

**Vehicle Safety Hotline
888-327-4236**



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