



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

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: 25-JAN-2018
Repository:
Reference No.: 11064968
APR 02 2018

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: GOODYEAR State: AZ Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:
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: 4YDT27624G8 [REDACTED]
Make: KEYSTONE Model: OUTBACK Model Year: 2016
Date Purchased: Dealer's Name and Telephone Number: Engine: Fuel Type:
Original Owner: Dealer's City: State: [REDACTED]
Transmission Type: Antilock Brakes Powertrain: Mu: 28-JUN-2017
 Cruise Control

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY Failure Mileage: 1694 Failure Speed:

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 Failure Location:
 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: Yes No Fire: Yes No
Number of Persons Injured: NONE YET Number of Deaths: NONE YET 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 2016 KEYSTONE OUTBACK. WHILE THE VEHICLE WAS UNDERGOING A MANDATORY INSPECTION, THE CONTACT WAS INFORMED THAT THERE WAS A DIP IN THE ROOF NEAR THE AIR CONDITIONING UNIT. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC. THE LOCAL DEALER WAS NOT CONTACTED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED AND OPENED CASE NUMBER: [REDACTED]. NO FURTHER ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS 1,694.

RV WAS TAKEN TO TWO DIFFERENT INDEPENDANT RV REPAIR SHOPS AND SAME RESULTS ABOVE WERE VERIFIED. PLEASE REVIEW ATTACHED PAPERWORK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

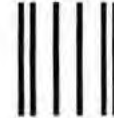
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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.

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

I REPORTED DAMAGE TO KEYSTONE RV BEFORE 1 YEAR WARRANTY. THEIR DIRECT RESPONSE TO PHOTOS SUBMITTED WAS THAT SOMEBODY WALKED ON THE ROOF. MY RESPONSE WAS YOU NEED TO WALK ON A ROOF TO DO THE NECESSARY WARRANTY REPAIRS. THEY DECLINED ALL RESPONSIBILITY

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D.C. 20077-8382
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, 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**



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

TRACY 425
866 4369

CAMPING WORLD RV SALES OF AVONDALE
10255 W. PAPAGO FWY
AVONDALE AZ
US
85323
623-239-3337

CUSTOMER WORK ORDER # [REDACTED]

WO Date: 28 JUN 17
Tag#: 1479
Author: MICHELLE.RUDOLPH
Stock No:
Year: 2016
Manufacturer: KEYSTONE
Brand: OUTBACK
Model: 276UBH
Unit Type: TT-TRAVEL TRAILER
Serial#:
Chassis#: 4YDT27624GE [REDACTED]
Miles/Hrs: 0
Purchased Date:
Warranty Date:
Date In: 28 JUN 17

First Name: [REDACTED]
Customer Name: [REDACTED]
Address: [REDACTED]
: GOODYEAR, AZ
Postal/Zip: [REDACTED]
Phone#(res): [REDACTED]
Phone#(bus): [REDACTED]
Cell Phone:
ExtW Co:
ExtW No: [REDACTED]
Email: [REDACTED]
Promised Date: 20 SEP 17
Completed Date:
Invoice#:
:
:

Job #	Description	JOB INFORMATION
1	COMPLAINT:	CUSTOMER STATES ENTRY DOOR SCREEN IS ALL RIPPED AND COMING OUT OF SCREEN DOOR --WARRANTY DENIED "KRVDamage not on DAF KRVNo manufacture's defect shown. KRVIncidental damage is not warrantable"
1	CAUSE:	BAD INSTALL I AM REQUESTING TO RE-MOVE THE SCEREN AND RE-PLACE IT 4157/SV .50
2	COMPLAINT:	CUSTOMER STATES DRIVER SIDE FRONT COMPARTMENT DOOR LOCK WILL NOT LOCK AND UNLOCK --WARRANTY APPROVED .20 REPLACE LOCK **RETURN TO WARRANTY**
2	CAUSE:	INTERNAL FAILURE I AM REQUESTING TO RE-MOVE AND REPLACE THE LOCK 4157/SV .40
3	COMPLAINT:	CUSTOMER STATES CITY WATER CONNECTION IS PULLING OUT OF TRAILER --WARRANTY APPROVED .30 REPLACE CITY WATER CONNECTION **RETURN TO WARRANTY**
3	CAUSE:	BAD INSTALL THE CITY WATER CONNECTION IS GETTING PULLED OUT OF THE PLATE I AN REQUESTING TO REMOVE THE PLATE AND REMOVE AND REPLACE THE CITY WATER CONNECTION THEN TEST FOR LEAKS 4157/SV .50
4	COMPLAINT:	CUSTOMER STATES THERE IS A DIP IN THE ROOF BY THE A/C UNIT --WARRANTY DENIED "KRVThe unit has a non-walkable roof installed and pictures dont show a manufacture's defect KRVDamage not on DAF KRVNo manufacture's defect shown. KRVIncidental damage is not warrantable"
4	CAUSE:	BAD INSTALL THE PANELS THAT WAS INSTALLED BY THE FACTORY WAS NOT STRONG ENOUGH TO SUPPORT ANY WEIGHT AS I WAS WALKING ON THE ROOF I COULD FILL THE PANELS CRACK UNDER MY WEIGHT THERE ARE MANY CRACKED PANELS ON THE ROOF I AM

Keystone RV

Work Order : XXXXXXXXXX

REQUESTING TO REMOVE THE VENTS, THE A/C, AND PLUMBING VENTS THE REFER VENT THEN STRIP THE ROOF INSTALL 1/4 INCH PLYWOOD AND INSTALL LUAN INSTALL THE NEW ROOF KIT AND INSTALL ALL THAT WAS REMOVED 4157/SV 45.00

5 COMPLAINT: CUSTOMER STATES SPARE TIRE FELL OF THE BUMPER MOUNT WHILE TRAVELING DOWN THE ROAD --WARRANTY DENIED "KRVNo manufacture's defect shown."

5 CAUSE: BAD INSTALL I AM REQUESTING TO REPLACE THE TIRE AND TIRE MOUNT 4157/SV .50

6 COMPLAINT: CUSTOMER STATES FRONT PASS SIDE WINDOW LATCH IS BROKEN AND WINDOW WILL NOT STAY CLOSED --WARRANTY APPROVED .20 REPLACE WINDOW LATCH ONLY **RETURN TO WARRANTY**

6 CAUSE: BAD INSTALL I AN REQUESTING TO REMOVE AND REPLACE THE WINDOW 4157/SV 1.00

7 COMPLAINT: CUSTOMER STATES ALL OF THE WINDOW SHADE HOLD DOWNS THROUGHOUT THE TRAILER ARE ALL PULLING OUT OF THE WALL --WARRANTY APPROVED .50 REPAIR

7 CAUSE: SCREWS FAILED TO SECURE THE SHADES I AM REQUESTING TO REPLACE EACH ONE OF THE SCREWS 4157/SV 1.00

8 COMPLAINT: CUSTOMER STATES FLOOR IS BUBBLING UNDER DRIVER SIDE FRONT WINDOW IN FRONT BEDROOM --WARRANTY APPROVED 3.60 REPAIR

8 CAUSE: THE HEAT IS CAUSING THE LINO TO BUBBLE UP I AM REQUESTING TO CUT THE LINO ALONG THE WALL AND ADD SOME GLUE TO SECURE THE LINO TO THE SUB FLOOR THE STRETCH AND REINSTALL 4157/SV 4.00

9 COMPLAINT: CUSTOMER STATES TRACK FOR POCKET DOOR IN FRONT BEDROOM IS COMING OFF OF THE CEILING AND DOOR NOT OPENING AND CLOSING CORRECTLY --WARRANTY APPROVED .70 REPAIR

9 CAUSE: THE SCREWS FAILED TO SECURE THE THE DOOR THERE WAS NOT ENOUGH SCREWS TO SUPPORT THE WEIGHT OF THE DOOR I AM REQUESTING TO TAKE OFF THE DOOR AND DRILL NEW HOLES INTO THE DOOR FRAME THEN REINSTALL SO THE DOOR WILL NOT COME BACK OFF I AM ALSO REQUESTING TO DO THE SAME TO THE OTHER DOOR 4157/SV 1.50

10 COMPLAINT: CUSTOMER STATES PLATFORM AND TRIM UNDER FRONT BED IS ALL BROKEN AND COMING LOOSE AND OFF --WARRANTY APPROVED .30 REPAIR

10 CAUSE: SCREWS FAILED I AM REQUESTING TO INSTALL NUTS AND BOLTS AND WASHERS 4157/SV .50

11 COMPLAINT: CUSTOMER STATES SLIDEOUT FASCIA INSIDE TRAILER REAR OF SLIDEOUT IS ALL PULLING OFF AND HAS PULLED WALL PANEL OUT AS WELL --WARRANTY DENIED "KRVNo manufacture's defect shown."

11 CAUSE: STAPLES FAILED TO SECURE THE SLIDE OUT FACIA I AM REQUESTING TO REMOVE THE SLIDE OUT FASCIA AND THE BATTEN TO GET ACCESS THE THE WALL PANEL THEN TAKE OUT ALL OF THE STAPLES THEN RESTAPLE THE WALL PANEL THE INSTALL ALL THAT WAS REMOVED 4157/SV 2.00

12 COMPLAINT: CUSTOMER STATES SLIDEOUT IS DRAGGING AND RIPPING UP CARPET ON REAR END OF SLIDE --WARRANTY DENIED "KRV Warranty Exclusion Adjustments to all doors, drawers,locks, latches, slide outs, awnings and window

Continued on page 3

Work Order : XXXXXXXXXX

- 12 CAUSE: treatments beyond 90 days after retail sale."
 INSPECTED AND FOUND THAT THE SLIDE OUT NEEDS TO BE ADJUSTED I AM REQUESTING TO ADJUST THE SLIDE OUT IMPROPER STITCHING IN THE BINDING CASUSED THE BINDING TO UNBIND I AM REQUESTING TO REMOVE THE DINETTE THE TABLE BASE MOUNTS AND REMOVE THE SOFA TO REMOVE AND REPLACE THE CARPET THEN INSTALL ALL THAT WAS REMOVED 4157/SV 4.00
- 13 COMPLAINT: CUSTOMER STATES A/C IS NOT BLOWING COLD --WARRANTY APPROVED .50 REPAIR
- 13 CAUSE: BAD INSTALL THE VENTS ARE BLOCKED OFF AND THE A/C NEEDS TO BE RESEALED AND THE BOLTS NEED TO BE THIGHTENED 4157/SV 1.00
- 14 COMPLAINT: CUSTOMER STATES ENTRY DOOR IS HARD TO OPEN AND CLOSE, SEEMS TO BIND SOMETIMES, THINK IT IS TOP CORNER --WARRANTY APPROVED 1.00 REPAIR ONLY "KRVApproved flat rate to remove and reinstall"
- 14 CAUSE: BAD INSTALL THE DOOR IS DAMAGEDAT THE TOP OF THE DOOR FROM THE DOOR HITTING THE FRAME I AM REQUESTING TO REMOVE AND REPLACE THE DOOR AND INSTALL 4 NEW DECAL I WILL ALSO HAVE TO RENOVE THE WINDOW ON THE NEW DOOR TO INSTALL THE DECALS THEN REINSTALL THE WINDOW 5157/SV 4.00

Part No	Job#	Description	PARTS	Qty	Price	Total
302500	2	DOOR CAM LOCK 1-1/8 O-RING (2)KEYS		1.00	W	-N/C-
133161	3	CITY WATER FILL		1.00	W	-N/C-
338465	6	WINDOW CRANK Y SHAPED		1.00	W	-N/C-
351867	2	DOOR FINGER PULL		1.00	W	-N/C-

Lab Code	Job#	Description	LABOUR	Qty	Price	Total
Z992	2	DOOR LOCK		415	W	-N/C-
Z992	3	CITY WATER CONNECTION		415	W	-N/C-
Z992	6	WINDOW LATCH		415	W	-N/C-
Z992	7	SHADE HOLD DOWN		415	W	-N/C-
Z993	8	LINO FLOOR		415	W	-N/C-
Z992	9	POCKET DOOR TRACK		415	W	-N/C-
Z992	10	BED TRIM		415	W	-N/C-
Z992	13	A/C REPAIR		415	W	-N/C-
Z992	14	R/I ENTRY DOOR		415	W	-N/C-

Excode	Job#	Description	EXTRAS	Qty	Price	Total
FRT	6	FREIGHT		1.00	W	-N/C-
FRT	2	FREIGHT		1.00	W	-N/C-

Work Order : XXXXXXXXXX

Parts Total:	0.00
Labour Total:	0.00
Sublet Total:	0.00
Extras Total:	0.00
Work Order Total:	0.00

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 _____

REPAIR ORDER #: [REDACTED]

DATE: 6/19/17
MILEAGE: _____

623-266-4310 / 623-925-5654



507 E VAN BUREN ST.
AVONDALE, AZ. 85323

MATERIALS

TY	PART#	DESCRIPTION	PRICE	TOTAL
		Everthing Checks Out On This Maintance Schedule OK, Except One Window On Slide Out And Low Spot On Roof By A/C System.		
		90 DAY WARRANTY ON LABOR 90 DAY WARRANTY ON PARTS UNLESS OTHERWISE NOTED BY PART MANUFACTURER.		

NAME [REDACTED]		PHONE NUMBER(S) [REDACTED]		EMAIL ADDRESS	
STREET ADDRESS / LOCATION [REDACTED]			CITY Goodyear		STATE Az
YEAR & MAKE 2016 Outback		MODEL 27 BHU		VIN NUMBER 44DJ27624GB [REDACTED]	
INSURANCE / WARRANTY COMPANY			MILEAGE		SERIAL / FIN NUMBER
POLICY / CONTRACT NUMBER			PHONE NUMBER		FAX NUMBER
ADJUSTOR			ADJUSTOR PHONE NUMBER		AUTHORIZATION NUMBER

JOB #	DESCRIPTION OF REPAIRS	Hours	LABOR
1	Inspect Roof Membrane.	0.25	\$27.50
2	Inspect Roof Seams & Seals.	0.25	\$27.50
3	Inspect Axle & Hubs.	0.25	\$27.50
4	Inspect & Service Furnace.	0.5	\$55.00
5	Inspect & Dervice Hot Water Heater.	0.3	\$33.00
6	Inspect Suspension.	0.25	\$27.50
7	Inspect & Cleaned Brakes & Magnets.	1	\$110.00
8	Inspect Interior Lighting.	0.25	\$27.50
9	Pressurized & Inspect Fresh Water System.	0.5	\$55.00
10	Inspect 7 Way Pig Tail & Checked Trailer Lighting.	0.25	\$27.50
11	Inspect Emergency Brake-Away.	0.25	\$27.50
12	Flush & Sanitize Fresh Water System.	1	\$110.00

<p>THESE REPAIRS WILL BE DONE BY THE REPAIR SHOP AND NOT BY THE CUSTOMER. THE CUSTOMER IS RESPONSIBLE FOR THE SAFETY OF THE VEHICLE AND THE SAFETY OF THE CUSTOMER'S EMPLOYEES. THE CUSTOMER IS RESPONSIBLE FOR THE SAFETY OF THE VEHICLE AND THE SAFETY OF THE CUSTOMER'S EMPLOYEES.</p>	TOTAL LABOR	\$555.50
	TOTAL PARTS	
	SHOP SUPPLIES	
	SERVICE CALL	
	FREIGHT	
	CLUB DISCOUNT	

CUSTOMER SIGNATURE X [REDACTED]	THANK YOU!	DEDUCTIBLE/DEPOSIT
		TOTAL DUE \$555.50

TOTAL PARTS

MAINTENANCE SCHEDULE

*Tighten wheel bolts or nuts every 50 miles for the first 200 miles & after every change in wheel mounting. (Torque to 120-125ft.-lbs.) Adjust brakes after first 200 miles then at above listed intervals	INSPECT/TEST BEFORE EACH TRIP	INSPECT/TEST MONTHLY	INSPECT/TEST EVERY 3 MONTHS	INSPECT/TEST EVERY 6 MONTHS	INSPECT/TEST YEARLY	MAINTENANCE AS REQUIRED BY MANUFACTURER
Axle & Springs	X			X		
Batteries	X			X		
Water Level	X			X		
Brakes	X			X	X	
Exterior Lighting	X				X	
Fresh Water System	X				X	
Have All Appliances Serviced						Every Year
LP Gas System	X					Test - Every Year
Pigtail Connection	X				X	
Roof Sealant			X			
Roof Vents				X		
Safety Breakaway Switch Operation	X				X	
Sidewall Sealants			X			
Tire Lug Nuts (after initial 50 mile check)	X					
Tires (condition and pressure)	X					X
Underbelly, Check for Tears or Leaks				X		
Wheel Bearings						1 Year or 5K Miles
Seals - Doors, Windows, Vents, External Seams			X			
Clean Exhaust Fan Filter & Blades			X			
Test Smoke Alarm & LP Detector	X					
Check Operation of Windows, Latches & Hinges			X			
Inspect & Reseal Shower Area, Where Necessary			X			
Lubricate Exterior Door Hinges & Latches with a Graphite (Silicone) Lubricant			X			
Check, Clean & Tighten Battery Cables			X			
Rotate Tires, as Recommended by the Tire Manufacture						X
Check All Appliances for Proper Operation	X			X		
Inspection of Roof Seams & Joints (Performed by an Authorized Service Center Suggested)					X	
Sanitized the Fresh Water System	X				X	
Wax & Buff All Gel-Coat Surfaces (as Described in Owner's Guide - Where Applicable)					X	



2016 Outback 276UBH / Owner 

3 messages



Mon, Oct 23, 2017 at 4:41 PM

To: cortney@tacomarv.com

Hi Cortney

I'm following up on our conversation on October 21, 2017. We discussed that there is a dip in my roof by the vent on my roof. I turned the rv into Camping World of Avondale on June 28, 2017 and there response was that there was a dip in the roof that appeared to be a manufacture defeat and submitted the damage to Keystone. Keystone replied with a denial of the damage stating it was not a manufacture defect and that the damage would have been caused by walking on the roof. Tacoma Rv installed two vents for us. the vent where the damage is located was installed incorrectly and the rv had to be returned for Tacoma Rv to install the vent correctly. This is when the damage to our roof had to have taken place as Tacoma Rv has been the only people to have access to my roof. You requested photo's of the damage. I contacted Michelle at Camping world and She stated she would send them right over to the email address that you gave to me, (Cortney@tacomarv.com). I received a call from you within the hour as you stated the photo's were received and you would be submitting them to your manager and getting back to my with an up dated whether Tacoma Rv would fix my roof.

Are there any updates as to what will be done concerning my roof?

Thanks.



Cortney Pedersen <cortney@tacomarv.com>

Mon, Oct 23, 2017 at 4:49 PM


To: 

My manager states that he did call and leave you a message on Friday. I will touch base with him and have him give you a call tomorrow. Thanks.

From: 

Sent: Monday, October 23, 2017 4:41 PM

To: Cortney Pedersen

Subject: 2016 Outback 276UBH / Owner 

Hi Cortney,

I'm following up on our conversation on October 21, 2017. We discussed that there is a dip in my roof by the vent on my roof. I turned the rv into Camping World of Avondale on June 28, 2017 and there response was that there was a dip in the roof that appeared to be a manufacture defeat and submitted the damage to Keystone. Keystone replied with a denial of the damage stating it was not a manufacture defect and that

the damage would have been caused by walking on the roof. Tacoma Rv installed two vents for us. the vent where the damage is located was installed incorrectly and the rv had to be returned for Tacoma Rv to install the vent correctly. This is when the damage to our roof had to have taken place as Tacoma Rv has been the only people to have access to my roof. You requested photo's of the damage. I contacted Michelle at Camping world and She stated she would send them right over to the email address that you gave to me, (Cortney@tacomarv.com. I received a call from you within the hour as you stated the photo's were received and you would be submitting them to your manager and getting back to my with an up dated whether Tacoma Rv would fix my roof.

Are there any updates as to what will be done concerning my roof?

Thanks,

[REDACTED]

Jim Botts <jimB@tacomarv.com>

Tue, Oct 24, 2017 at 7:12 AM

To:

[REDACTED]

Cc: Cortney Pedersen <cortney@tacomarv.com>

[REDACTED]

I have tried to call you twice and when Cortney forwarded this email I figured this would be the better way of contacting you. After viewing the photos from camping world I am not exactly sure what caused the issue you are having. A couple of the photos show a possible sign of impact but without the opportunity of seeing the vehicle in person there is no way for me to be sure of what has caused this issue.

At this point Tacoma RV is not going to partake in any repairs without the opportunity to inspect the vehicle prior to any repairs so that we can make a determination of the cause of this failure. If you have any question feel free to call or email me directly.

Jim Botts

Tacoma RV Center



(253)896-4401 TacomaRV.com

From: Cortney Pedersen
Sent: Monday, October 23, 2017 4:49 PM
To: Jim Botts <JimB@Tacomarv.com>
Subject: FW: 2016 Outback 276UBH / Owner [REDACTED]

From: [REDACTED]
Sent: Monday, October 23, 2017 4:41 PM
To: Cortney Pedersen
Subject: 2016 Outback 276UBH / Owner [REDACTED]

Hi Cortney,

I'm following up on our conversation on October 21, 2017. We discussed that there is a dip in my roof by the vent on my roof. I turned the rv into Camping World of Avondale on June 28, 2017 and there response was that there was a dip in the roof that appeared to be a manufacture defeat and submitted the damage to Keystone. Keystone replied with a denial of the damage stating it was not a manufacture defect and that the damage would have been caused by walking on the roof. Tacoma Rv installed two vents for us. the vent where the damage is located was installed incorrectly and the rv had to be returned for Tacoma Rv to install the vent correctly. This is when the damage to our roof had to have taken place as Tacoma Rv has been the only people to have access to my roof. You requested photo's of the damage. I contacted Michelle at Camping world and She stated she would send them right over to the email address that you gave to me, (Cortney@tacomarv.com). I received a call from you within the hour as you stated the photo's were received and you would be submitting them to your manager and getting back to my with an up dated whether Tacoma Rv would fix my roof.

Are there any updates as to what will be done concerning my roof?

Thanks,

[REDACTED]



ref # [redacted]


1 message



Wed, Nov 1, 2017 at 12:41 PM

To: howta@keystonerv.com

Monty is the owner and expert rv repair guy that worked on my rv. He has told me more than once that this is a major safety issue.

 rv.pdf
616K