

This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 12/4/2017

Incident Details

Document Number: I17C0049A

Report Number: 20171204-7E984-2147394847

Report Submitted Date: 12/4/2017

Who You Are: Consumer

Incident Description: We purchased a new 2017 Keystone Bullet travel trailer in September 2017. We have two doors on our trailer and have had problems with the entry door locks locking when the latch is in the unlock position. The FIC locks have both locked when the door was just closed. The last time leaving my dog on the inside and I was left in 38 degree weather (in my pj's and a light jacket and my cell phone on the inside with my dog) for over 4 hours before finding another owner of a Keystone travel trailer who was gracious enough in allowing us to try to use their keys to open our doors. The rear door was in the unlock positions and we were unable to unlock the lock even with a key. The front door was locked (latch in lock position for security) and the other campers key actually open our front door with his keys. After searching on line and many different social medias this appears to be a problem for some time now as far back as 2008 with the FIC locks. Is there any way we could have Keystone address this serious problem and replace/recall and upgrade to a better product. This product needs to be removed from the market and / or the manufacture be forced to upgrade their products. Thank you for the job you do keeping Americans safe.... [REDACTED]

Incident Date: 11/25/2017

Incident Location: Place of Recreation or Sports - Hamilton Branch State Park, South Carolina, United States

Victim Details

First Name: [REDACTED]

Last Name: [REDACTED]

Injury Information: Incident, No Injury

Victim is of Hispanic/Latino origin? No

Race: White

Other Race/Ethnicity:

My Relationship to Victim: Self

Gender: Female

Age when incident occurred: [REDACTED] Years

Address: [REDACTED] New Bern, North Carolina, [REDACTED] United States

E-mail: [REDACTED]

Phone Number: [REDACTED]

Product Details

Product Description: 2017 Keystone Travel Trailer Bullet Entry Door locks

Product Sports and Recreation
Category:

Product Type: Outdoors & Camping

Brand Name: FIC Door entry locks

Manufacturer / I don't know

Importer /

Private Labeler
Name:

Model Name or
Number:

Serial Number:

Date

Manufactured:

Manufacturer

Date Code:

Manufacturer Not specified

Address:

Manufacturer

Website URL:

Manufacturer

Phone Number:

Retailer: Keystone

Retailer State: South Carolina

Additional Details

Purchase Date: 9/17/2016

I still have the Yes
product in my
possession.

The product N/A
was damaged
before the
incident.

The product N/A
was modified
before the
incident.

Have you No
contacted the
manufacturer?

If not, do you Yes
plan to contact
them?

Explanation:

Your Contact Information

First Name [REDACTED]

Last Name: [REDACTED]

CPSC does not guarantee the accuracy, completeness, or adequacy of the contents of the Publicly Available Consumer Product Safety Information Database on SaferProducts.gov, particularly with respect to information submitted by people outside of CPSC.

Address: [REDACTED], New Bern, North Carolina, [REDACTED] United States

E-mail [REDACTED]

Phone Number [REDACTED]

Consent

May we include your Report, including any documents or photographs that you have attached to your Report, but without your name and contact information, in CPSC's Public Database? Yes, you may include my Report with any attachments on SaferProducts.gov.

May we release your name and contact information to the product manufacturer / importer / private labeler identified in your Report? Yes, you may release my name and contact information to the product manufacturer / importer / private labeler.

I certify that I have reviewed the Report and that the information provided in this Report is true and accurate to the best of my knowledge, information, and belief. Yes

OMB Control Number 3041-0146

