



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

**Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects**
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received

Repository ☐

26-NOV-2018

FEB 12 2019

Reference No.
11154028

OWNER INFORMATION (Type or Print)

Name

Address

City NEW RIVER

State AZ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with 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
4YDF32728C2

Make
KEYSTONE

Model
COUGAR

Model Year
2012

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

No. Cylinders

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

12-OCT-2018

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 198000 TIRES: TEMPORARY/EMERGENCY SPARE
TIRE

Failure Mileage

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
☐ 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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 2012 KEYSTONE COUGAR RV. THE CONTACT STATED THAT THE SPARE TIRE WAS BOLTED TO THE REAR BUMPER AND WAS TOO HEAVY, WHICH CAUSED THE BUMPER TO DETACH FROM THE VEHICLE. THE VEHICLE WAS TAKEN TO ANTHEM RV AND BOATS (44019 N BLACK CANYON HWY, NEW RIVER, AZ 85087, (623) 465-7331) WHO STATED THAT THE VEHICLE COULD NOT BE REPAIRED. THE DEALER TOOK SEVERAL PICTURES AND EMAILED THEM TO THE KEYSTONE MANUFACTURER WHO OFFERED LIMITED ASSISTANCE. THE CONTACT WAS INFORMED THAT HE WOULD HAVE TO PAY FOR MOST OF THE REPAIRS. THE CONTACT SEARCHED ONLINE AND FOUND NHTSA CAMPAIGN NUMBER: 12V355000 (STRUCTURE, TIRES, EQUIPMENT) FOR HIS VEHICLE.

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.

12-28-18

DEAR SIR;

I EMAILED ALL THE INFORMATION TO
JONATHAN HARRISON @ DOT.GOV

IF YOU CAN ACCESS OR HAVE HIM FORWARD ALL
THE EMAILS TO YOU THAT SHOULD ANSWER ALL OF
YOUR QUESTIONS

REGARDS

PHOENIX, AZ

PHOENIX, AZ

PHOENIX AZ 852

31 DEC 2018 PM 3 L

Happy
Holidays



US D.O.T.
N. H. T. S. A.
OFFICE OF DEFECTS INVESTIGATION
1700 NEW JERSEY AVE S.E.
WASHINGTON, D.C. 200 9382

20077-9382

