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[REDACTED]
MERLIN OR [REDACTED]

National Highway Transportation Safety Administration
NHTSA Headquarters - West Building
1200 New Jersey Avenue SE
Washington DC 20590

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

Dear Folks:

Please find enclosed a copy of my letter to Keystone RV Company for your information.

I would very much appreciate it if you could take a little time and look into this matter as I don't really know where else to turn. I just feel that Keystone is taking a lot of shortcuts in building their RVs. At some point this is going to cause major problems to someone, if not death. I would appreciate it if you would look into this matter before that occurs.

I realize most of the complaints in my letter are interior cosmetic complaints and probably not your concern. However, there is some very serious defects that could have **caused bodily injury or death** had they turned out differently.

We drove our NEW 2019 Montana 5th Wheel from the dealership to our site which is approximately 8-10 miles. I doubt it would have made it much further without falling apart on the highway from the inside out. How it was driven from Indiana to Oregon amazes me.

Awning: The two awning breakages could have occurred when a person was standing by the awning arms when they snapped, injuring or killing them. I feel this is a really big safety matter that Keystone should address. As I stated in my letter, the small pins that hold the awning arms together are not strong enough to hold the arms in place. Nor is the awning arm material hefty enough to withstand the forces of opening and closing the awnings with the strength of the shock absorbers they use which operates the arms.

Electrical: The Heating/Cooling unit, Fireplace insert, and TV electrical problems could have been serious in that they could have caused a fire to occur with damage or death to the occupants. This is due to an inadequate gage of wiring and poor quality socketry.

Stairs & Chairs: The stairs that were not properly installed could still cause someone to fall causing injury or death, as could the chairs that fell apart while we were sitting on them. Poor construction and rushed job in installation and assembly.

Window Coverings: The nails [staples] in the window valances that stick out can injure anyone who pulls down the blinds as they stick out a good 1/4 inch. Since you cannot see them when you pull down the shade, unless you catch your hand on them, you would not know they were there to rip your hands apart.

Moldings: The moldings that fell could have hit and injured someone as they fell from the ceiling area which is 8 feet high. One piece was 16 feet long about 20 lbs with staples sticking out the other was about 4 feet long with staples sticking out.

I do not seem to be the only dissatisfied customer. There are several other Keystone products in the Park where we live that have had major problems.

Very truly yours,
[REDACTED]

EA
11.25.19
UD

MERLIN OR

October 30, 2019

Keystone RV Company
Attn: Jeffrey Runels
835 Conrad Road
Niles MI 49120

Keystone RV Company
Attn: David G. Thomas
19250 Roosevelt Road
South Bend IN 46614

Keystone RV Company
2642 Hackberry Drive
P O Box 2000
Goshen IN 46527

Dear Gentlemen:

I sincerely hope you read this entire letter as it is meant to help your company and a very dissatisfied customer. This is basically a copy of a letter I previously sent to:

Keystone RV Company
Attn: Matt Zimmerman
CEO, P O Box 220160
Saint Louis MO 63122-9714
Survey Key 0000-0017-2845
previously sent.
We received NO response.

Keystone RV Company
Attn: H. Coleman Davis, III
17400 Hackberry Drive
Goshen IN 46526

Keystone RV Company
Attn: H. Coleman Davis, III
317 W Franklin Street
Elkhart IN 46516

and to your Registered Agent
in Oregon

In late May, 2019, we purchased the *Anniversary Addition 2019 Montana 5th Wheel Model 3930 FB* from our local Dealer, *River City RV*. We have had a good working relationship with them so far. They have tried to accommodate our needs as quickly and efficiently as they can. So far we have very little complaints with your dealer. Our Sales person was wonderful as well as the parts girl, Erin, is a jewel.

When we purchased our RV, the normal person who does the walk-throughs right after the purchase was not working the day of our walk-through. The gentleman who did our walk-through was not as up to the task. Therefore, some of the items mentioned in this letter probably could have been caught and fixed before we took possession. However, on another note, the dealer did take an extra week and a half supposedly to *iron out the wrinkles* before we could take possession. **Obviously, all of the wrinkles were not ironed.**

YOUR MANUFACTURING COMPANY, HOWEVER, IS ANOTHER STORY ENTIRELY.

Let me start by saying your company videos [which is what I went by to purchase our new *Montana 5th Wheel*] are very misleading. They show and say that each station has a quality control check for all the components that are installed. **It is your manufacturing company we are very disappointed in. Your quality control is nonexistent or your personnel wear blinders. The videos also show a well insulated RV which is what we were striving for, which this one is NOT.**

The main reason we went with your company and the Montana Model was because you advertised well insulated and all one piece construction. You advertised the *most insulation and the tightest construction to avoid weather related issues*. Since we live in Oregon, it rains and does get quite cold in the winter months. It also gets quite hot during the summer months every year. We wanted a RV that does not need much maintenance and for a lower energy signature to keep the costs down since we are on a fixed income.

I am in hopes when we get rain we don't have any leaking problems. But we won't know that until it starts raining hard this winter.

We have already had a major leak problem inside.

Water issues. When we got the RV to the park, where we are staying, we got it all set up. We hooked up the water hose. This intake hose had **NO** proper insulated fittings, just hung out from the bottom of the RV from an exit hole that is far too large, with no insulation which invites intruders to enter and possible freezing problems.

We are in the process of figuring out how to fix this problem as in winter, the way it is now, we will have a freezing problem, not to mention a bug and probably a rodent problem. **This is an issue that needs to be addressed.**

After hooking up the water we went inside, started to move in, and noticed the kitchen floor was getting very wet. The ice maker hose was not connected properly and when we turned on the water all the water from that hose went under all the cabinets, refrigerator and onto the kitchen floor. It took me a good two to three hours to clean up all the water and get everything dry so we would not have future problems.

We even purchased a dehumidifier at a cost of \$350 so as to get out any excess moisture so we would not have a mildew problem in the future. We called River City RV and they sent a repair person out who fixed the problem. He stated there was **"NO PROPER CLAMP OR METAL INSERT"** on the hose that was supposed to be connected from your factory causing the hose to collapse and disconnect, causing the **this seems like a quality control malfunction.**

After we got moved in, we were going to do a load of washing, including the towels from the mess the day before, however, River City RV stacked the washer on top of the dryer. Their repair man had to come and switch them so the washer is now on the bottom. We could not even reach the washer, let alone see where the soap went with the washer on top of the dryer. However, the repair man had to spend a significant time to switch out the units and replace some of the connections that were put in by the manufacturer incorrectly and in the wrong place. It seems the connections were too short or incorrect for the hoses or in the wrong place. That has now been fixed and it is working fine.

We also had to have the repair man come back to fix the air conditioner that was not working. It still has problems. We had him fix it again last week. Some type of switch gets lint in it or pulls apart causing it not to turn on the air conditioning unit. The repair man said this happens frequently and they have to replace the switch, which is on order.

The first time the repair man came to fix the air conditioner, he got to onto the roof and noticed none of the thermistors were connected so the unit and were not working. The repair man indicated *"he has seen this same problem before on several other units like ours."* **This seems like a quality control malfunction.**

Kitchen. All of the cupboards throughout the RV are too small and most are too high. I have to stand on a stool to reach most of the cupboards. I know it is an RV and I am not saying they should be huge, however, they should be able to be reached and used by most normal sized people. I am [redacted] and have problems and my husband is [redacted] and has problems reaching them. The cupboards in our RV are not deep or wide enough for a standard plate. Your standard drawer components [silverware dividers and plastic plate holder with cup hooks on the bottom] will not fit. They are all just too short or narrow for the standard over-the-counter plastic accessory holders to fit.

The biggest problem on all of your cupboards is the front door opening. On all sides, top and bottom there is an inch to two inches of frame around every opening. This framework will not allow you to put anything in the cupboard without tilting them at an angle. **This is ridiculous.** I can see the lip at the bottom to keep things from falling out, if in transit, but the openings are really stupid, in my opinion. Without any plastic holding containers, all the dishes and silverware just sliding around lose in the cupboards and drawers, which would be worse than putting them in a safety container especially if the RV were in motion. You might try going to a kitchen store purchase some of these plastic holder components to make them fit your cupboards and drawers. You might also see about making them fit a standard dinner plate, which would be nice.

Island Counter Top. The counter top on the island which contains the sink has a large crack starting from the edge going toward the sink. I was cooking dinner one evening and noticed the crack appearing. Nothing hit it and nothing bumped it. It just started cracking. River City RV is attempting to solve this problem as well with a new counter top. **This counter top has still NOT been replaced.** A replacement was ordered, two weeks later it arrived broken in four pieces. They ordered another and the wrong one came which was an "L" shaped counter top which will not fit on our island. This was three weeks later. I understand the replacement island counter top is not at River City RV, but has not been put into our RV as yet.

Dining Room Chairs. We started out with four dining room chairs. One Saturday my husband was sitting on one of them eating his breakfast and the next thing, I see him on the floor. The chair broke sending him tumbling. He is [redacted] of age and does not need this type of stress or damage.

He did injure his shoulder somewhat, but has not yet seen the doctor about this problem as he has to wait for an appointment. Then I was sitting in one of the other chairs and the back fell off. There was no glue what so ever holding the chairs and chair components together. There were no staples or nails holding these chairs together. We took both chairs back to River City RV and they are supposed to be getting us replacements. **We have yet to see them.**

Livingroom. We had to purchase a **new TV** just after moving in as the one YOU installed would not work. We called the Charter Communication repair man to come in and he indicated that all the wiring was not done properly. All the connections were loose and shorting out. They were so bad they wouldn't even pick up a signal from the cable. *We could have had a fire due to all of this poor quality work.* Thank goodness that did not happen. In any event, we purchased a new TV which is a little smaller than the one that was installed by your company. The new one is of much better quality. However, it took a good five to six hours of rewiring and installation to fix the problem. Now it all works fine. We returned the old TV to River City RV. I am uncertain what they did to deal with this matter, but our cost and inconvenience were significant. **We expect to be reimbursed for the cost of the TV returned to your dealer.**

Fireplace. Under the TV is a really nice fireplace [fake of course] that is supposed to also be a heater. It worked for perhaps a month and then died. We are supposed to be getting a new one. I believe it finally came into River City RV, however, **that too has not been put in the RV yet.** We were told that they have had a lot of problems with these units in many of their RVs so I think you should think about purchasing them from a different source that builds quality appliances, not junk.

Decorative molding. Almost all of the decorative molding around the interior is only held on by one or two staples. The rest of the staples missed the target or are non-existent. One piece of molding above the coffee counter fell from the top of the cabinet and broke a picture and almost hit my husband in the head for no apparent reason, other than there was only two small staples holding it in place. The other eight or 10 staples on the molding were not connected to anything, but air. My husband came home from town this week and the entire molding over the accent lights around one side of the RV at the top had fallen to the floor. He took it back to River City RV and they said it is a wonder it stayed up as long as it did as the staples were way to short and there was NO glue what so ever to hold it in place. **This seems like a quality control malfunction to me.** We are wondering what will fall down next.

Windows. On at least the livingroom window valances, all have staples sticking out at least 1/4 inch so when you pull down the window shades you catch your hand on them. This is a medical hazard and a safety issue. **This needs to be addressed.** We will discuss this with the repair man when he comes back in the future. **This seems like a quality control malfunction.** Also, the single pain windows are not very insulated. When using a temperature sensor the windows show 40° when the inside temperature is 70°. We would like to know if there is some type of extra window coverings that would help insulate our RV in the Winter months when it is really cold. After we purchased our RV we were then told they do make double pain windows on order, but that was not revealed to us before purchase. I hate to think about the cost of fuel just because all the wind in the world comes in through the windows and all the heat goes out.

Stairs. We have had the stairs tightened once and they are loose again. Repair man said they too are not done with long enough screws. He indicated he would have to put longer screws and spacers in the stairs to make them work correctly. They get loose which is a health risk and they squeak every time you walk up them. I am in hopes my husband does not fall down them if they give way. But I am putting you on notice about this potential problem. The metal strip that holds the carpet down at the top of the stairs is put in with screws that are crooked and stick up so they hurt your feet.

Hall bathroom. We purchased the unit with two bathrooms. **The facet** which was placed on the sink in the bathroom, in front of the entry door, was placed too close to the wall and not close enough to the sink. When you turned on the water, it hit the top of the sink counter instead of going into the sink. You can't even get your hands under the water to wash them. YOUR COMPANY says the sinks were put in to *specs*. If that is the case, **your specs are for the birds.** This is obviously a manufacturing matter as your company had to install the facet on the sink, not a Dealer. We had taken pictures and provided them to the Dealer. In the mean time we purchased new facets for all three sinks which actually work not like the ones we took out that you installed. They are made of metal instead of plastic and they actually put water in the sink not on the counter top. We returned the old facets to the Dealer. The new facets cost \$44 each. **We expect to be reimbursed for that cost.**

Also, the bathroom light switch was put in over by the sink instead of by the door. You have to go to the other side of the bathroom to turn on the light. That is also a design malfunction and is inconvenient. One panel of the bathroom wallpaper is very folded, wrinkled, and really looks tacky. We were told this would be fixed and also the light switch that is clear over by the sink instead of by the door would also be replaced. **This has also yet to be done.**

Bedroom. The bedroom door will not close. Hung incorrectly or warped uncertain which. Storage area under the head of the bed is useless as you cannot get to it once the mattress is in place. Hing is in the middle of the bed instead of at the head so even if you pulled the mattress down to access it you can't get to it because the door opens the wrong way and you can't pull the mattress down far enough to get it open.

Closets. *It looks like someone could take an empty clothing hanger to see where to put the rod in a closet instead of just installing/stuffing it in the closets anywhere. You could have put it in vertical instead of horizontal and it would have worked as well.*

It may just be a woman's point of view, however, it would appear that when making a closet for hanging clothing on a rod it should be done to function correctly. The rod should be positioned so as to allow a hanger to fit on the rod so the closet door will close. The clothing should hang without obstruction either from the door or on the floor. This is not the case in our RV.

The clothing cannot hang straight and the doors cannot close. In the large closet, the rod was put **three inches** too close to the doors. Not even a kiddy hanger would work. The rod was also made of too light of material and it fell off the wall after I hung my clothes.

Instead of calling River City RV to assist in the problem, which we knew would not happen in any good time frame, my husband spent **all day long** removing the rod [in the main closet at the front of the RV]. He then reset it back 3" so the doors would close. In doing so he discovered none of the screws were put in properly. The hanger screws for the rod were put in crooked and stripped out taking him longer to remove and replace them than should have been necessary. At that time he was not aware the rod was made of too light of material and a couple of weeks later it fell and we had to redo it. This time he put in steel conduit which works great with steel brackets to hold it up instead of the flimsy plastic ones that were installed by your company.

He also discovered the screws in the sliding door rails [both top and bottom] were put in at an angle, crooked, not straight or properly, and some were even broken off with sharp points extending. This caused the doors not to slide smoothly, but catch on the screws, grooving the bottom of the doors. This meant the repair man had to take out all the screws, reposition them in the rails correctly so the sliding doors could slide smoothly and not catch on the crooked broken screws. The screws were all stripped out making the task twice as hard and long as it should have taken. **This is just shoddy work, in my opinion by your company.** This problem is **still not fixed** as the screws that hold up the doors have to be longer due to the weight of the mirrored doors. The repair man is supposed to fix this problem.

In the three small closets, the rods were put in **one inch** too close to the doors and about **two inches** too close to the floor. They could have been put higher to the ceiling as there is room. The clothing gets crammed up on the floor and gets caught in the door hook when the door is closed. My husband has now fixed the rods in the smaller closets the best he could with the room we had to work with. At least now you can kind of getting a shirt to hang in them. The closets themselves should be about 2" taller and 2" deeper for shirts to hang without getting matted on the floor and getting caught in the door when the door is closed. Unfortunately that will not help this matter now. **However, in the future you might want to take a clothing hanger, put a man's shirt on it, and hang it in the closet to see where to place the rods.** This would be a significant improvement to what you have done in this RV.

Awnings. Our front large awning bracket snapped with no warning [there was **NO** wind that day]. The awning banged into the side of the RV very hard, hopefully not damaging anything. When we told the dealership what happened they stated "*this happens some time as the pins holding the railings together are not strong enough and they work loose and snap because of the weight.*"

This is also avoidable if you would put in eight or harder bolts or make the railing stronger so this does not occur. River City RV is having a repairman came to fix the problem and replace both arms. As soon as he put the awning out and back in and out again to test it the new arm snapped again. Another had to be ordered. When the one broke it bent the other so both arms needed to be replaced **twice**. I am in hopes this works this time and there are no other damages to the RV due to this problem.

You were recommended to us as the *number one company for RVs*. At this time, I would hate to see the other choices. The other products must really be pathetic if your product is number one. **Try having a woman design these RVs. Women have a better handle on how to create a structure for living and working in on a day-to-day basis "Men don't get it."**

These may just be small knit picky things, to you, but I am sure if you lived in this RV for even a week and had to put up with these things day after day, they would wear on your nerves also. You should try it some time. These kinds of problems are time consuming, very annoying and could be avoided.

I hope to have some type of reply from you, as a courtesy, if nothing else. As you can see, I am really frustrated and fed up with my *NEW RV*. I honestly believe since this is your *Anniversary Model* you used all the old spare parts you could not put in any other RVs that were left over and outdated and stuffed them in this one to get rid of them. This has been a lemon since day one. I am surprised it made it from the Dealership to our site.

Very truly yours,



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Hasler

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