



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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)

April 3, 2020

[REDACTED]
Merlin, OR [REDACTED]

NEF-109 mjpg
Ref. No. 11283213

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2019 Keystone Montana 5th-wheel trailer, model number 3930FB. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists with awning breakage, electrical wiring, stair and chair breakage, window covering installation, or molding installation in MY 2019 Keystone Montana 5th-wheel trailer, model number 3930FB. At this time, we lack evidence to open a safety defect investigation or to initiate a recall on these issues.

You did not include your vehicle identification number (VIN), so we cannot use our VIN Look-Up Tool (<https://www.nhtsa.gov/recalls>) to see if there are recalls specific to your VIN number.

We entered your information into our database. The information you have provided has been entered into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at:

https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

We recommend that you continue to work with your local dealer to resolve this matter.

Regarding the October 30, 2019 letter you attached to your complaint, forwarded to Keystone RV Company. You may consider contacting your local Consumer Protection Agency or the Oregon Attorney General's Office regarding your problems and rights under the State laws. You may also ask your dealership for a meeting with a Keystone district manager regarding your problem.

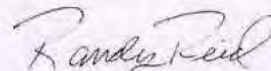
In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website. We encourage you to share this information with any neighbors who may also be experiencing safety issues with their motor vehicle equipment.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement