

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: [EXTERNAL] Fwd: FW: Follow up to ODI Complaint -----11432969 -----
Date: Tuesday, November 16, 2021 2:14:43 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Tuesday, November 16, 2021 1:30 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Cc: [REDACTED]
Subject: RE: [EXTERNAL] Fwd: FW: Follow up to ODI Complaint -----11432969 -----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please see attached updated complaint.

Thank you.

----- Forwarded message -----

From: **EVOQ (NHTSA)** <EVOQ@dot.gov>
Date: Tue, Nov 16, 2021 at 8:06 AM
Subject: FW: Follow up to ODI Complaint -----11432969 -----
To: [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

U.S. Department
of TransportationNational 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

14-SEP-2021

Repository Reference No.
11432969**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]		
Address	[REDACTED]		
City	State	ZIP Code	
Hartsburg	MO	[REDACTED]	

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Evening Telephone Number

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 4YDT17F13K[REDACTED]		MAKE DUTCHMEN	Model COLEMAN	Model Year 2019
Date Purchased	Dealer's Name and Telephone Number Camping World of Springfield (888) 395-		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City Strafford,	STATE MO	ZIP Code 65757	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 05-SEP-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 022520 SUSPENSION:REAR:AXLE:NON-POWERED AXLE ASSEMBLY	Failure Mileage 1000.0	Failure Speed 55
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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: DOTMAL 9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> 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), Injury(ies).)*

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2019 Keystone Coleman Travel trailer. The contact stated while driving 55 MPH, the passenger's side rear tire assembly and axle detached from the trailer. The contact pulled over to the side of the roadway and had the vehicle towed to a local dealer to be diagnosed. The contact was informed that the axle bearing failed and was not properly lubed from the factory.. The vehicle is still waiting to be repaired as of 11/16/2021. The manufacturer was made aware of the failure but denied responsibility or warranty. The failure mileage was approximately 1,000. A "voluntary" recall was done by Dutchmen for other models of campers similar to this one, but not including this one, where they were being shipped out of the factory with inadequate lube in the wheel bearings causing failure.. See link below for info on NHSTA campaign number 18V843.

<https://oemdtc.com/1793/18-340-insufficient-grease-on-bearings-may-cause-failure-2019-keystone-cougar-outback-passport-springdale-bullet-hideout-2019-dutchmen-aerolite-atlas-recreational-trailers>

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.