

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: FW: Follow up to ODI Complaint -----11433968 -----
Date: Saturday, December 4, 2021 1:23:11 PM

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.

My unit was considered a total loss by my insurance company. It was taken to COPART AUTO AUCTIONS located at 7705 Broadway SE, Albuquerque, NM 87105, Lot [REDACTED]. The manufacturer Keystone did reach out to me and assured me that this failure was not a manufacturing defect, and recommended that I just deal with my insurance company. Then several weeks later, they emailed me and asked for the complete vin number of my unit. The attached photos show where the frame buckled at. My frame was made by BAL and if you compare it to the recall done on the LCI frames, it is the exact same location. I sincerely hope that Keystone can be made to do a recall on all units including the BAL frames due to the dangerous situation that this failure mode could create.

Being a full time RVer, this situation has cost me a lot, even with the full replacement coverage that my insurance provides. I just pray that no one else has to go through this ordeal or even worse costs someone their life because of this design failure.

Regards
[REDACTED]

On Fri, Nov 26, 2021 at 10:56 AM EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

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](tel:(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



ADANGER
This outboard motor is designed for use only in calm water. It is not designed for use in rough water, or in water with strong currents or waves. Use in such conditions may result in damage to the motor and/or injury to the operator. Always use proper operating procedures and wear your seat belt. For more information, see the operator's manual.

WARNING
Always use proper operating procedures and wear your seat belt. For more information, see the operator's manual.

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