

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint -----11436953 -----
Date: Wednesday, December 22, 2021 8:27:37 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Tuesday, December 21, 2021 2:45 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fw: Follow up to ODI Complaint -----11436953 -----

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.

Dear NHTSA/Office of Defects Investigation

12/21/21

As you requested here is an update from our complaint #11436953 filed 10/15/21. Keystone has failed to resolve our outrigger problem and our trailer is still in a state of disrepair.

On 10/21/21 Keystone arranged to transport our trailer for repairs to their Pendleton, Oregon manufacturing plant. They were to remove and replace all defective outriggers on our rig, as well as, replace the Slideout and do a complete safety check including possible recall from propane tank malfunction.

On 11/18/21 our trailer was returned to the dealership Best RV in Turlock.

On 11/23/21 We drove to Best RV to pick up our repaired trailer. Upon inspection Keystone failed to complete all repairs, did shoddy workmanship ie. did not remove the bent outriggers and only replaced 3 of the outriggers under the slideout. Further, they did not replace the slide out they only repaired it by adding a 2X4 to support the wall and replaced the slide out track. In addition, they damaged the outside front exterior wall leaving a gaping hole near the frame of our rig and they damaged the interior fascia trim around the dinette.

On 12/1/21 Keystone sent out their Western Regional Service Manager (Robert Gillar) to inspect the workmanship and damage to our rig. It was determined that Keystone would remove and replace all bent outriggers on both sides of the trailer. They would replace with heavy duty outriggers where the design of the vehicle allows. Also, they would remove and replace the black diamond plate front lower metal skin. They would remove and replace the wood fascia surround framing beneath the dinette. Also, Robert specified they would transport to a location in San Jose for repairs.

On 12/16/21 Denée Mast from Keystone contacted me to update me that they are waiting on ordered parts and there is no timeline for repairs.

I want to emphasize we have been waiting for a resolution to our defective trailer since 7/8/21 the day the slide out malfunctioned. I urge the NHTSA to investigate our issue further with Keystone, as I am aware now that they have a history of faulty outrigger recalls on their products. Keystone along with Best RV have long exceeded a reasonable time frame to address our safety/warranty repairs.

Sincerely,

[REDACTED]

----- Forwarded Message -----

From: EVOQ (NHTSA) <evoq@dot.gov>

To: [REDACTED]

Sent: Monday, December 20, 2021, 10:53:38 AM PST

Subject: FW: Follow up to ODI Complaint -----11436953 -----

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

15-OCT-2021

Repository ☐Reference No.
11436953**OWNER INFORMATION (Type or Print)**

Name			
Address			
City	sonora	State	CA
		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 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 4YDT17917MW		MAKE KEYSTONE	Model SPRINGDALE	Model Year 2021
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City Turlock	STATE CA	ZIP Code 95382	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 14-OCT-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 162000 STRUCTURE:BODY	Failure Mileage	Failure Speed
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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: DOTM1 9ABC036)	☐ Original Requirement ☐ 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ 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 2021 Keystone Trailer. The contact stated while the RV was stationary, the slide out dinette would not slide out from the body as designed. The trailer was towed to a local dealer where it was diagnosed with needing the outriggers replaced however, the RV was not repaired. The manufacturer was informed of the failure and was awaiting a response.

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.