

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

7/14/2022

President Keystone RV Company
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PO Box 2000
Goshen, IN 46527

Administrative, NHTSA
New Jersey Ave. SE
Washington DC 20590

In January/February of 2021 My significant other and I started looking into purchasing a travel trailer. One of the places we went to was Meyer's RV Superstores in Branchville NJ and we looked and evaluated several trailers. We were very impressed with the Hideout 179RB and purchased it on 2/26/2021 VIN # 4YDT17918MW [REDACTED]

Upon bringing it home and after parking it we opened the trailer to find the Smoke Alarm laying on the bed. This they replaced at a later time.

Since that time, we have had nothing but major problems with exterior malfunctions. On our trip out west the first thing that we lost in July 2021 was the cover to the air conditioner. We called back to Meyer's in Branchville and were told they could not help us. We contacted several RV locations and were told that they could do nothing until Sept/Oct. We went to Camper's World and they had no replacement part and could not get one for several months. We were forced to cover the air-conditioned with cardboard, a canvas tarp, and Gorilla tape to keep it from blowing off. WE went the rest of the trip using a swamp cooler to keep it somewhat livable in the trailer.

On the way to Utah, we wound up in an automotive repair shop as the passenger side bearing was smoking and squealing. When they opened up and removed the drum the brake components, what was left of it, fell out onto the ground; They replaced the bearing but could not replace the brake system as they had none and we were in the middle of basically nowhere.

From there we traveled back to Pennsylvania with no brakes on the trailer. We contacted Meyer's in Branchville and presented the problems to the service manager. We basically got no results and had to meet with the facility manager. It took over 2 months to get it repaired and we were forced to cancel out trip to New Hampshire and had to stay in a hotel. We got the trailer back once we arrived back home. They explained that the manufacturer had agreed to a new AC Unit and that they had completely repaired the brake. We went to Parker Dam in October for a trip and to make sure all was working properly.

WE expended funds to pay for the repairs and were never re-imbursed any funds even though we paid \$3985.00 for additional protection on this trailer. We were left paying this expenditure out of our pocket and the dealership did nothing to help us get re-imbursed for any of our cost. (All expenses will be listed on attachment 1).

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In February of this year (2022) we explained to them that the rear exhaust fan was very loud and wobbling. They told us to come back later to be taken care of. We asked that it be changed and upgraded. We were willing to pay the difference of the cost of the fan. When we took it in, we were told it was out of warranty and that they would work with us. They charged us the whole price of the fan less labor.

In May we took the trailer over to Meyers and the slide out was having a problem and not closing properly as the seal did not completely meet the body. They put several screws into the body to hold it into place.

In June of this year, we took a trip to North Dakota and South Dakota. Everything on the first part of our trip went very well with no problems with the trailer.

In South Dakota we did our walk around the trailer and touched the spare tire which was suddenly moving several inches back and forth. Upon review the metal support on the top had completely split in half and was only held on by the bottom bolt. We removed the tire and put it in the trailer.

On the last week of the trip, we were flagged down on I-80 in Illinois near the border of Indiana as the bearing on the passenger side was smoking. We pulled over and looked around for an automotive shop to have it repaired and went to Pep Boys. They had no parts and called around to several parts stores and nothing could be found. We called Meyer's in Branchville several times. The receptionist replied that they could not help us with any place to go. We also called back to Meyers to get information from the service department on what bearing was needed and they told us it was a 3500lb axle and the bearing came as a kit. We wound up taking the trailer to an RV repair shop in Indiana as this was the closest place that could possibly help us.

We wound up spending two nights in Indiana waiting for them to get parts for the trailer. We had a problem in that they did not have a bearing and had to get one that fit. The second part of the problem is that the brake parts could not be found. They called around and could not get them anywhere. We tried calling Keystone and by the time they called back the RV repair shop had found the bearing. The brake replacement could not be found and we also called a Hideout Dealer in Illinois about the bearing and break and was told he would have to see the bearing for the proper size and he gave us the part number for the brake replacement but had none in stock and could not get any for us. Again, against the RV repair shop's wishes we left with no brakes and drove the rest of the trip back to Pennsylvania with no trailer brakes.

On the same day we left the Indiana RV repair shop about 5 hours down the road we wound up with a flat tire on I-80 in Ohio. This was not a blow out, the trailer did not swerve and we were able to immediately get off of the road. We wound up being sitting for about 3 hours waiting for a repair truck to come under AAA. That night we spent the night at a rest area on I-80 in Ohio.

We had to cancel our next stop for 3 days near Cuyahoga National Park because of trailer problems and delays in trailer repairs and lost our payment for these nights.

From the rest area we drove home parked it and it is sitting there waiting to be repaired.

On 7/13/2022 we call over to Keystone dealer in Branchville and asked the receptionist for an appointment and she transferred us and we left a message so we could set up a meeting to discuss this new problem. We are still waiting for a call back from there.



Dingmans Ferry

PA [REDACTED]



Dingmans Ferry

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Attach 1

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Meyers RV Superstores

Attn Facility Manager

109 US-206

Branchville, NJ 07860

Attach A

Cost 2021

Cost of materials to cover Air Conditioner	\$200.00
Purchase Swamp Cooler Hessaire evaporative cooler	189.00
Repair Bearing Seal Big O Tires 7/16/2021	208.24
Purchase second Swamp Cooler as first one broke riding in trailer 7/27/21	104.58

Cost 2022

Replacement exhaust fan Meyers of Branchville 4/18/22	345.45
Repair for replacement of wheel bearing and seal and time for searches for brakes. MACTAW Indiana, INC. Petes RV Center 6/27/22	589.65
2 nights of hotel room	
Baymont Inn Merrillville IN. 6/27/22	87.62
Days Inn & Sweets Merrillville IN 6/28/22	84.61
Loss of Cuyahoga National Park (Woodside Lake)	132.30

Total Cost	\$1,941.45
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