CL-11485174-1000

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

August 29, 2022

Keystone RV
2642 Hackberry Dr.
PO Box 2000
Goshen, IN 46527-2000
Attn: Customer Service

Re: Springdale RV Vin# 4YDT20128[redacted]

To Whom It May Concern:

On a recent trip, a passing motorist spotted a problem and motioned us to pull over. I thought maybe it was a tire problem. After stopping on the side of the road, I was surprised to find the fresh water tank hanging down about 4" off the ground. The front tank support had failed. The metal actually tore, but the weld to the frame held.

I was able to drain the tank and secure it back in place with several tie down straps.

Upon returning from our trip, I took the trailer to a RV repair shop, namely Sierra Heavy Duty and had work done to fix the defective cross member support. Enclosed is an invoice of $417.94 I paid.

I know the trailer is out of warranty but I am asking for a reimbursement to fix this defect. $417.94 is a small amount considering what it could have been if the tank fell completely off the trailer and someone following hit it going 55 MPH! A full tank weights 500 pounds. While I do have liability insurance, can you imagine how much a person would sue to recover resulting damages? You know who has the deepest pockets.

I am sending a copy of the letter to NHTSA, RVIA and Trailer Life magazine asking if a recall has ever been insured covering this issue. I would appreciate a reply from anyone.

I would also request a reimbursement for the fuel I had to expend taking the trailer in for repair. Two round trips of 70 miles each cost me $72!

Sincerely yours,

[redacted]

Avery, CA [redacted]

cc: NHTSA
RVIA
Trailer Life

Sierra HEAVY DUTY RV & TRUCK CENTER, Inc.

18968 Waylon Way, Sonora, CA 95370
B.A.R. #257789 E.P.A. #CAL000317778

Invoice

Date	Invoice #
8/25/2022	[redacted]

[redacted]
Avery Ca[redacted]

P.O. No.	Terms	Due Date
		8/25/2022

Item	Qty	Description	Rate	Amount
		2015 KEYSTONE SPRINGDALE TOW TRAILER REPAIR DATE : 8-5 / 8-19-2022		
		1. FRESH WATER TANK BRACKET BROKE (STRAP) * CUT THE METAL SUPPORTS HOLDING THE TANK * MEASURED AND CUT PIECE OF ANGLE IRON * WELDED 2 SQUARE PLATES TO THE END * PAINTED BRACKETS * INSTALLED NEW FRAME SUPPORTS		
STEEL	1.00	6 FT ANGLE IRON	75.00	75.00T
LABOR	2.25	SHOP LABOR	150.00	337.50

ALL REPAIRS HAVE BEEN REVIEWED & APPROVED BY CUSTOMER - THANKS FROM ALL OF US AT SIERRA HEAVY DUTY

X [redacted]

THANKS FOR YOUR BUSINESS, FROM ALL OF US AT SIERRA HEAVY DUTY!!

Subtotal	$412.50
Sales Tax (7.25%)	$5.44
Total	$417.94
Payments/Credits	$0.00
Balance Due	$417.94

Phone #	Fax #	E-mail
209-532-7994		shop@sierraheavyduty.com

[redacted]
Avery, California [redacted]

SACRAMENTO CA 957
30 AUG 2022 PM 5 L

received 9/7 by ES
TO NEF

NHTSA
1200 New Jersey Ave. SE
Washington, DC 50290

20003-366000