

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
Washington, DC 20590

August 31, 2022

Dear Administrator,

I am writing to you concerning a dangerous situation we had with our travel trailer. The brakes had been over-heating since purchased 11/12/2020. How is it that inoperable brakes on a new RV are not a safety issue, not warrantable and most disturbing, how many other RVs are being driven, or towed, with similar or related problems?

My wife and I are retired and love camping. I'm a vet and less than a tick from [REDACTED] We refinanced our home and decided to buy a new travel trailer to eliminate problems.

Referring to my enclosed letter written to Keystone RV Company in early October of 2021, I wrote to enlist their help with the over-heating brakes. I did not know at that time that they had refused my warranty claim. My purpose in writing to Keystone was to garner their assistance to Optimum RV, the closest dealership; for, when I brought the camper to Optimum RV, they said they hadn't had a similar problem.

Keystone's response (enclosed) addressed none of the issues I wrote about and, seemingly, tendered a prewritten pat reply. Not only that, Keystone RV Company acknowledged that "inoperable" brakes were not a safety item and, therefore, not a warrantable claim.

The dealership, Optimum RV in Inman, S.C., was surprisingly bewildered. Miranda, Optimum's warranty representative tried numerous times to stress the dangers and the hazards the travel trailer presented to my wife and I, not to mention other drivers. The camper could not be driven (pulled) due to safety concerns.

When the Optimum dealership told me Keystone RV Company had refused my warranty claim for no discernable reason, I called Keystone's hotline numerous times, finding it impossible to get through. I mentioned my frustrations to EJ, the service manager at Optimum, and he gave me Keystone's number, which the dealership uses. After a thorough screening, I talked with a Keystone representative named Ricky. I asked Ricky if he could give me a reason why inoperable (over-heating) brakes were not a safety issue and therefore unwarrantable. He said they, the 'warranty council', thought it was the fault of the tow vehicle, brake controller or the customer riding the brakes. This old soldier "knew", the warranty council's sole purpose was more than likely NOT to honor warranty claims. Ricky was as informative as probably his position allowed, but confessed that usually once the warranty (judgment) council makes up its mind, there is no changing it.

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My wife and I had no choice but to have it repaired at our expense. Their estimate was a little over \$1000. Finally, **one year** from the day we had purchased the camper, Optimum RV repaired the brakes. They released the trailer to me without payment. Miranda, the warranty rep, told me that she would handle the warranty claim. I hadn't heard from Optimum RV in nine months, until I brought the camper back to them for a propane regulator recall. They then presented a bill for \$1023.00. Keystone RV Company had refused to pay for the brakes warranty claim. Graciously, Optimum RV reduced the bill to \$500.

By the way, the brakes had destroyed themselves. When Jason, Optimum's tech, pulled the brake hub, the brake(s) and their components fell to the floor in little pieces.

Sincerely,



From: Christi Otis otisc@keystonerv.com
Subject: RE: [REDACTED]
Date: November 11, 2021 at 8:20 AM
To: [REDACTED]

Good morning [REDACTED]

Thank you for contacting Keystone RV. I do apologize for the delayed response. Keystone RV is committed to building a defect free product and we are sorry to read that you experienced problems with your 2021 Keystone Bullet. Occasionally a problem will present itself on one of our units. Knowing the reality of this, Keystone provides each customer with a One Year Limited Warranty from the original purchase date, against material defects and quality of workmanship. The main structural components have an additional 2 years of warranty that goes into effect after the first year of ownership. Your purchase date was 11/12/2020.

Our service and compliance management has evaluated the information provided by the dealership, and no manufacturing defect has been presented as the cause of this concern. Therefore, this is not a warrantable Keystone claim.

Due to the above, Keystone respectfully declines participation with this repair. Please know that Keystone stands ready to assist you with any future questions or concerns should the need arise.

I'd also like to inform you that there is an open safety campaign on your vehicle. A brief summary of the recall is listed below.

21-414: WinnTec Propane Regulators

It has been decided that the Winn-Tec Model 6020 dual stage propane regulator may supply elevated, intermittent, or low propane pressure to the appliances. An increase in propane pressure, could cause the flame of the appliance to become larger, and under certain rare circumstances, may ignite adjacent materials resulting in a fire. Appliances that can be affected by an excessive flame are the stovetop, oven, water heater, furnace and refrigerator.

Unfortunately, parts to repair your vehicle are not currently available. We are working closely with our suppliers to accelerate parts availability. When parts become available, we will send you another letter asking you to contact your dealer to arrange a service appointment to remedy the recall. Until this time, you can eliminate any potential risk to safety by turning off the propane bottles until the recall remedy is performed. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us. Please call our customer service number (866) 425-4369 Monday through Thursday between 8am - 5pm EST and Friday 8am - 4pm if you have any questions. We look forward to hearing from you and value you as our customer.

Thank you,



CHRISTI OTIS
Digital Communications Agent

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Please visit the "Owners" section at www.keystonerv.com where you will discover helpful information including FAQ's and "How To" Videos.

From: notifications@dealers.keystonerv.com [mailto:notifications@dealers.keystonerv.com]

Sent: Saturday, October 9, 2021 10:21 AM

To: CS Ownerrelations <ownerrelations@keystonerv.com>

Subject: S2

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First Name: [REDACTED]

Last Name: [REDACTED]

VIN: 4YDT19014M [REDACTED]

Street Address: [REDACTED]

City: Landrum

Postal Code: [REDACTED]

Country: US

State: SC

Email: [REDACTED]

Phone: [REDACTED]

Message: I have a dangerous situation. My wife and I bought a 2021, 190RD Bullet, ser.#4YDT1901 [REDACTED] on 09-11-20. As I parked to winterize the camper. I felt a tremendous heat source radiating from the left wheel. Break drag I thought. Owning four other travel trailers previously, I did various checks to isolate the problem. I disconnected the battery and noticed a rather large spark with an unusually large "crack". Thinking it might have been the camper's electronics, I installed a battery disconnect. I also purchased a new brake controller. Problem solved - I thought.

Three months later, springtime, two happy seniors, took our first camper mini vacation. Same problem, only this time the right brake drum overheated. Not only that, our hot water heater failed, both electric and gas. On the way home, we stopped at Optimum RV in Inman, S.C. Five weeks later, it was repaired under warranty. It is parked there as I type. The over heating brake(s) is yet to be resolved. Hopefully, they will figure out the problem. By the way, I towed the camper with another vehicle similar to mine to eliminate my tow vehicle as the problem. It's now eliminated and logically speaking, both brake controllers should be eliminated. My question is this: Could you, or would you, contact Jason at Optimum, RV in Inman to assist. He/they have never encountered this problem before. Jason has been "in the business" for 26 years. He is very knowledgeable. Sincerely [REDACTED]



This email was sent by:

Keynote RV
2041 Hickory Grove
Goshen, IN 46527, US

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