

National Highway Traffic Safety Administration
US Department of Transportation
1200 New Jersey Avenue SE
Washington DC 20590

CL-11519740-1000

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

Dear Inspectors,

I am a United States citizen retired from civil service. My resident address is in New Mexico and I travel with a RV on interstate highways in the Southwestern states.

Please review the information sent to you concerning public safety. The same information is forwarded to other agencies that have interest in regulatory and restrictions on criminal activities. Unfortunately, I do not have good access to internet facilities and not able to complete the online format.

A large amount of data is contained in the attached reports and documentations with photograph copies. Please except the intended format for your investigations.

Vehicle Information

2021 Keystone Fifth Wheel RV Avalanche 312RS
V.I.N. 4YDF31223M [REDACTED]

Incident Reports

See attached dated records

Personnel Information

[REDACTED]
Occupation: Retired
Address: [REDACTED] Placitas, NM [REDACTED]
Cell Phone: [REDACTED]

Review and Follow-up

Investigations for Corrective Actions
Letters to dealership
Photo Exhibit

PR

Owner(s) & Manager(s)
Rocky Mountain RV & Marine
12700 Central Ave, SE
Albuquerque, NM 87123

Ref: Telephone Calls & Letter repair requests

Subj: Service Repair List- Service Writer; Warranty Forever
To Scott Noland, Bob Franklin & Staff,

The contents of this communication are intended to help make corrections, improve customer relations, and business ethics. It is also a follow-up on discussions with Mr. Scott Noland during purchase of a new Fifth Wheel RV. The primary subjects are safety and corrections for problems that may occur. Each item is departmentalized among your several offices. At those discussions and meetings, I expressed my desire for positive results for all that are involved and the good outcome. I did suggest to Manager Noland that there are resources available for the correct and up to date information on safety related topics and management. He was using incorrect data files listed for my vehicle towing capacities.

For one individual, sales consultant Al Ramsey's excellent service, \$250.00 was awarded. The processes that followed with other staff in finalizing and approval signatures seemed in line with experiences at other vehicle dealerships. But, latter, after down payment and commitment to purchase the vehicle, errors, complications, and mis-directions happened. Mr. Ramsey was able to resolve some of the initial problems.

At the customer new RV orientation, there were negative comments and actions of indignation. I responded with written reports for correction for the technician comments and equipment problems not fixed. These communications are sent along with service and repair requests. For review, copies are attached showing multiple requests for the same repairs not fixed.

Please see the incident reports that documents statements by the Service Department and Sales Manager, Mr. Noland. It is

written because of denial of repair service, work not done at Dealership Vehicle Preparation, and threats not to honor the life time warranty.

Since the purchase date, 2021, there are required repairs and fixes are not correctly done and are again needing work. And, additional new items need repair/replacement. Some of these items are new problems discovered immediately after returning from Rocky Mountain RV Service Department.

It now is necessary for me to show a specific profile, in that several of you have stated customers are a different "class of people" which appear to me as your reasons for actions of indignation, and attempts at intimidation against and contrary to certifications and matters of dealership responsibilities, to wit "Warranty Forever." It is my sincere desire that you will make change. Hopefully, other customer and prospective buyers will not have to undergo these hardships.

Some of these statements are reported immediately after they occurred and are attached, written documents, and factual events that are dated. Meaning that you are indignant in enforcement techniques for reasons of your egos and "rule" makers, pocket bookings. They are devised for not being a responsible and accountable State of New Mexico licensed dealership. Making communications and transactions difficult to cause hardships for me. Your motive, so that I would not return for having them corrected. I have made full payment but not entitled to what is contained in the new vehicle agreement.

Mr. Noland and Rocky Mountain RV employees, as described by Sale Consultant Mr. Ramsey, is that they are his family. Mr. Ramsey also states each one of them is aware of what the other is doing.

What I observe is mis-direction to create deceptions. Conversations for misinterpretations and audience at a later time. And, actions that are not wanted. Justifications for decisions that are not wanted by the customer but opportunities and advantages for the dealership. Mr. Noland is asked three times what is meant by "a different class of people?" I have heard this comment said several times but no one answers my question. Eventually he says "it means they are in training."

I now understand him to mean stimulus, response tactics and/or tactics, response. Apparently, the family has wide spread resources used to cause hardships upon specific customers, by

participating family members, against the specified victims. Congregational relations for a controlled, glorified outcome.

While showing equipment details, at the New RV Orientation, the technician asked "do you like foam mattresses?" and points to a labeled foam mattress in the RV bed room. After picking up the RV from repairs at the dealership and returning home, I see the foam mattress is replaced by an inferior composite, fiber, strand mattress.

After returning from another Rocky Mountain RV dealership repair appointment, the repair technician asking if I like the shower that is installed. I later see it is replaced by inferior downgrade hose and sprayer head. I have several times been in your offices questioning the Hot Water Heater model. It is different at the time, after purchase, and that it is different than described in the manufacture equipment details. My question continues to be not resolved and the defective hot water heater is not repaired/replaced.

The vehicle failed my inspection at the new orientation viewing and also after the supposed repairs. One technician, he says his name is Michael, informs me he was told to replace the hot water heater. Mr. Franklin tells me that it is the upgrade model. But the sales person tells me it is the original water heater that came with the RV. In each event, these incidents have become deceptions that do not allow me, the new RV, as shown at first viewing, with the "Warranty Forever Agreement."

Clearly, Mr. Noland's "family" has the "rules" for training in that each has taken a position of denial and qualified in what they will not be responsible and how they do the accounting. Each with a disposition for subjugating and delinquency. The desired outcome is that I will not return.

While trying to get correct information for the hot water heater, Service Manager Franklin states RV Manufactures are allowed to make changes in equipment details stated in RV model literature. Since there is a difference of six gallons recovery capacity, it clearly is another inferior, and defective downgrade.

Mr. Franklin is informed my inspection of the hot water heater anode rod shows that it is used approximately two months. The zinc coating for the rod is dissolved 5/8" inch at the plug end. Additionally, the plug pipe threads are received from the dealership, wrapped with tape but the plug continues to leak

water. It is also defective at the pressure relief valve that drips water. Please see the attached work order requests and photos.

Following new RV purchases, the owner should not have to received anything other than new, factory installed equipment. Yours has multiple defects because of the reasons that motivate you. Your dealership has a consistent profile of chop shop activities.

I also stated that you should allow the new owner of the RV all the manufacture's appliances, equipment booklets, and warranty documents that came with the RV. Your Finance Officer would not allow me to have them. Saying, I did not need to have them because the entire vehicle and all that came in it are covered by the dealership warranty. My response continues to be that I travel away from home, and manufactures' model numbers and serial numbers are always needed when trying to make contact for repairs. Additionally, they should be available for the next RV owner.

It appears to me his policies and requirements fit in with other Rocky Mountain RV Departmental "RULES" for "a different class of people." Deceptions cloaked by withheld information, the details, factual documentations, and certifications.

Not a coincidence the same kind of tactics are practiced in chop shops all around the globe. These are clearly black-market devises that upholds your egos and RULE for doing the worst with complications created for your own goods. The use of loaded words such as safety and inspections, in truth, no consequence to you and a cover for chop shop activities. Your Rule, your requirements, to wit "Cancelled Warranty Forever." Of no consequence to you is my safety and the hot water heater that is in my RV.

There is listed equipment that is a part of the required annual safety inspection. One of them is the hot water heater. The annually requirement is necessarily done for continuation of the clause, "warranty." For which you collect payment in the amount of \$205.32 annually.

Of serious consequence to me, the owner, is that the recovery capacity is not sixteen gallons, as shown in manufacture's documents. And, the pressure relief valve continues to be defective. The hot water heater is not fixed, repaired or replaced to this date. For you, it appears to be a

large volume of traffic, out in your parking lot, realignment locations for loyal customers in the amount \$205.32 annually.

At the signing for the purchase agreement, I informed Sale Consultant Ramsey, that I would like to have slide topper covers for each of the three RV slides. We made preliminary exchange of information with Rocky Mountain RV Parts Department.

Arrangements for the slide topper cover installations is made and done at the same time as the annual "Warranty Forever" work request. Payment is made for the annual RV inspection, maintenance, and the slide toppers installation when the work is said to be completed on September 2, 2022. The purchase agreement date for my RV is September 3, 2021.

This work request and the of lack proper installation is another hazardous condition for me the RV owner. None of the slide toppers appear to be installed correctly and are safety hazards. The attached photos show what should be the manufacture's proprietary slide wall mounting brackets. But all three installations are defective. Each of the installations done differently. All three are presented to me in hazardous condition.

The left, rear slide topper is exposed to wind on the windward side of the RV on the night of March 6, 2023. It is on the same side of the RV as the smaller slide topper that has not separated but only held in place by friction of its own weight. The cloth reel with winding spring is hanging over the edge of the slide wall bracket but not anchored.

The installations for all three, left and right slide toppers, are not done properly. My inspection of the damage and hazardous condition indicate there is another chop shop installation. The awning reel and roll of cloth is attached with one sheet metal screw for each of the two RV slide wall brackets. These short, steel, screws only penetrate the aluminum mounting bracket at the first two threads.

The pointed end of the screws and first two sharp steel turning, threads show wear from a sawing action. (See attached photos). Travel at highway speeds cause the heavy awnings to bounce up and down at the mounting brackets. The hazardous incident happened because the sheet metal screws did what they were designed to do. Cut through a softer metal. The short ends of the single screws, each screws stripped and the slide

topper separated at both mounting brackets. The cost for two sheet metal screws is approximately ten cents each.

The bracket for the smaller slide topper appears to be installed in a different fashion as the larger, right, rear. The attached photos showing the mounting bracket, and two self-tapping screws at each of the brackets that are the same. Of the two toppers that have not separated to this date are held together partially only by one flat screw heads. There is a gap between two vertical and separate edges of the bracket and bottom ledge on the reel. The pressure at the top edge one screw covering the gap is the only thing, by your design, that is use to hold together two separate moving parts, wall to reel.

Again, anchoring very heavy moving equipment with two small screws, only one at each end, is a chop shop tactic. The specific damage and very different installation done by different chop shop designs.

The consequence is very expensive property damage and possibility of death. Especially, when travel at highway speeds, traffic going in both directions. I was fortunate to have discovered the damaged and separated brackets while parked at a campground. The RV Slide would not close properly.

Again, it was mounted different than the other two reels that may also become damaged and separate. They are also not mounted properly, not mechanically anchored, and another chop tactic.

Which of you will admit to any guilt is predictable. Your profiles indicate you will do nothing and not say anything other than "it is the manufacturer's doings." This is true most certainly with Bob Franklin Services Manager and Sales Manager Scott Noland. Their service technician, Steven, did assault me while showing repair work that was supposed to have been previously done. I did also submit complaint about other RV technicians.

It is on another trip in to the dealership for the same repair work. Both of the RV manufactures' installed RV awnings failed to operate properly. The RV is taken in three times but the awnings are not fixed. During the last visit to the dealership, the technician says he replaced a fuse. I ask him to show me which fuse he replaced. He did not respond to my request. Immediately following my request, he assaults me.

He positioned me in a confined space, on a lower-level step, beneath him and the control panel for the outside awnings. He tuned my vision from him saying watch the awnings outside. Pulling a medal implement from his belt, stepping down behind me. He grabbed my left arm, below the elbow, and struck a blow to the bone which is just under the skin of my left elbow. Saying "it will take a while for that to set in!" Clearly, he means he fixed me and his position is not to fix the awnings.

A duality for his statement is he strikes me, causes me physical pain, and the awning's original problem continue to be not replaced; not fixed. A direct insult and disrespect showing he and his family set the precedence, higher rule.

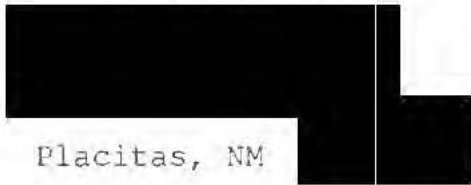
This action is also apparent in Mr. Franklin's profile. On an earlier trip to the service desk. My RV is reported fixed and ready for pick-up. As I approached his desk, he asked me "did you bring your Pit Bulls?" My response is "I am not that kind of person." Clearly, he is projecting his family values and character upon me. He views me as one person against his family. Opportunely, one man, soon to be eighty years old, not capable of defending himself.

All of the documents of record and request for corrective actions are again presented for your families' collective review. I did make suggestions at our first meeting in your business offices and named resources. The first concern should be safety for customers and proper management for the decisions that motivate good and honest business practices.

Some of the same regulatory offices mentioned are sent copies of all of the data contain herein. The statements are factual and true information about Rock Mountain RV chop shop activities.

Additionally, copies are sent to agencies and businesses that are parties to interstate commerce agreements and regulatory inspections.

April 14, 2023


Placitas, NM

Bob Franklin
Service Department
Rocky Mountain RV & Marine
12700 Central Ave, SE
Albuquerque, NM 87123

Ref: Telephone Call 10/8/2021 & Letter repair request

Subj: Service Repair List- Service Writer; again & again

Dear Mr. Franklin & Staff,

An extended trip, two months, to Arizona shows that additional work is needed for my new 2021 Avalanche 5th wheel RV. The kitchen sink drain continues leaking and is not repaired. A distinct odor of waste water is leaking into the galley area of the RV. Additionally, it is discovered the door latches underneath the sink are replaced with inferior cabinet hardware. They are plastic and the one on right side and then the left is broken. None of these latches are in alignment and fail closure. The screws for the left door hinge are striped causing the door to sag.

Apparently, the person carries tools inside their umbrella, and proudest refusing to fix things the right way. Leans heavier while taking the rest time, \$165.00 off and upward.

Alterations are also apparent for exterior door latches. Following each transit, it is necessary to tighten attachment screws for door turn latches. This is because they loosen and fail to secure swinging doors. The lock washers are removed making it necessary to retightening over and over again.

Another reoccurring problem is the hot water heater. Mr. Franklin has declared the water heater is the upgrade-upgrade model. During new owner RV orientation, the technician is informed the hot water heater is previously used. The tank drain plug is discolored and Teflon tape is showing. Upon removal, before using, the zinc rod is more than two months used

and pitted. Before returning from Arizona, it is verified the **hot water heater relief valve leaks water**. The drip beneath the drain plug is causing oxidization and rust is showing. The pan beneath the valve and drain plug is continuously wet. The ground directly under the water heater pan is also wet from the leakage. Apparently, someone along the "way to go" while in a **different class of people** had plans for a downgrade model.

The No. 2 Awning does not open properly. When engaging the out button, the motor runs but fail to open the awning immediately. The extension arms are misaligned preventing roller operation, stall, and suddenly jumps from closed to open position.

Service Writer Work List: (see attached photo)

1. Remove and replace the hot water heater with new and correct hot water heater. The installed water heater is defective. The orientation technician brags this only takes him **less than one hour**.
2. Remove, previously repaired, kitchen sink drain lines and connectors, **replace with new fittings** and check for leakage. It is required the waste water drain system be in **accordance with RV plumbing codes**.
3. Repair kitchen sink cabinet, **left** side door hinge, and striped screw attachments. Repair misaligned door latch.
4. Repair **right** kitchen cabinet door latches and realign for proper trash container door closure.
5. Check all exterior door latch mechanisms remove/replace washers with lock washer so that tighten does not bounce loose.
6. Repair and replace as necessary No. 2 Awning parts and attachments for the arm extension mechanism.

April 11, 2022

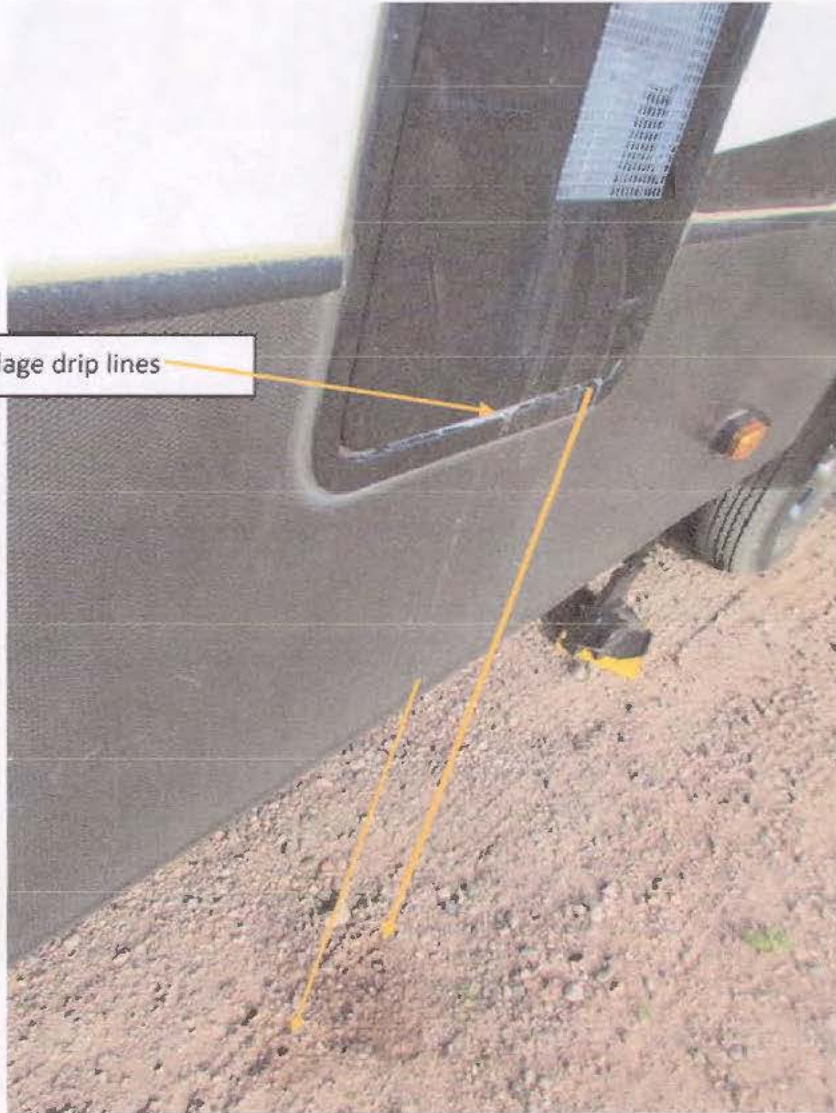
[REDACTED]
[REDACTED]
Placitas, NM [REDACTED]
[REDACTED]

2021 Avalanche 312RS

V.I.N. 4YDF31223M [REDACTED]

Defective Hot Water Heater

Water leaks & spillage drip lines



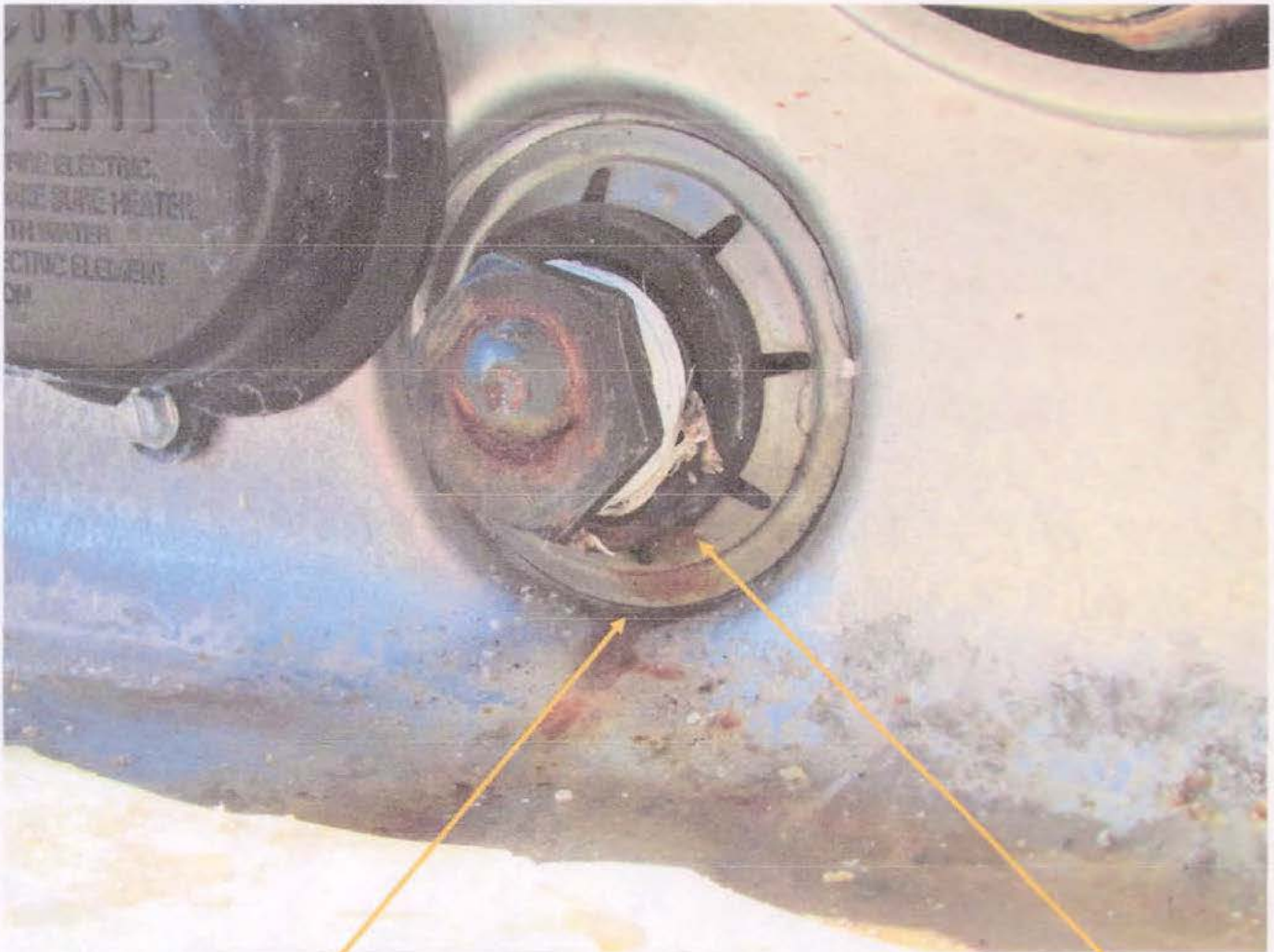
[REDACTED]
Placitas, NM [REDACTED]
[REDACTED]

DEFECTIVE

Suburban Hot Water Heater

Model SW12DEC Stock No. 5229

Serial No. [REDACTED]



Dain Plug Core Center Line

Treaded Core Misalignment- skewed top left to bottom right leakage

Pressure Relief Valve Leaks

April 14, 2022

[REDACTED]
Placitas, NM [REDACTED]
[REDACTED]

Hot Water Heater Chop Shop Installation



Hot Water Heater not as listed by Keystone Manufacturing. New RV owner's inspection found it to be six gallons less capacity, used condition, and defective. Rocky Mountain RV Warranty & Safety Inspection done on September 2, 2022. This also has not been fixed/replaced to this date.



more product detail at
www.keystonerv.com/Avalanche

AVALANCHE | TOP FEATURES

- Stunning solid-wood cabinet doors, drawer fronts and slide fascia
- Furrion® recessed range with glass cover and stainless steel storage drawer
- 30" microwave
- 18 cu ft refrigerator, standard
- KeyTV™ Keystone's revolutionary single-source, easy-to-use controller for over-the-air, cable and satellite television
- Cordless night roller shades provide superior insulation, clear views and privacy during the day, and nighttime blackout coverage
- Stackable washer and dryer prep, standard
- Summit slide rooms with 6' 10" interior height
- Two panoramic 5' x 4' slide box windows
- Spacious 100" wide-body construction
- 70" x 80" king-size beds
- Dual Quiet Cool air conditioners (15,000 BTU and 13,500 BTU standard)
- Exclusive all-season Polar Pack protection allows you to camp in nearly any condition.
- 145 cu. ft. heated basement storage
- 12-gallon water heater with more than 16-gallon recovery per hour
- 2" receiver hitch with 300 lb capacity
- High-gloss gel coat exterior
- Six-point hydraulic auto-leveling system
- EXCLUSIVE Road Armor™ suspension equalizes axle load to dampen shock and vibration
- G-rated tires and 7,000 lb capacity axles
- Quad Solid Step™ by Lippert Components for added safety
- Automotive-style frameless windows for better performance and eye appeal



HARDWOOD CABINET DOORS
Avalanche cabinetry features solid wood doors and drawers for building a sturdier kitchen.



DUAL QUIET COOL AIR CONDITIONERS
High-capacity 15,000 BTU and 13,500 BTU units, standard on every Avalanche.

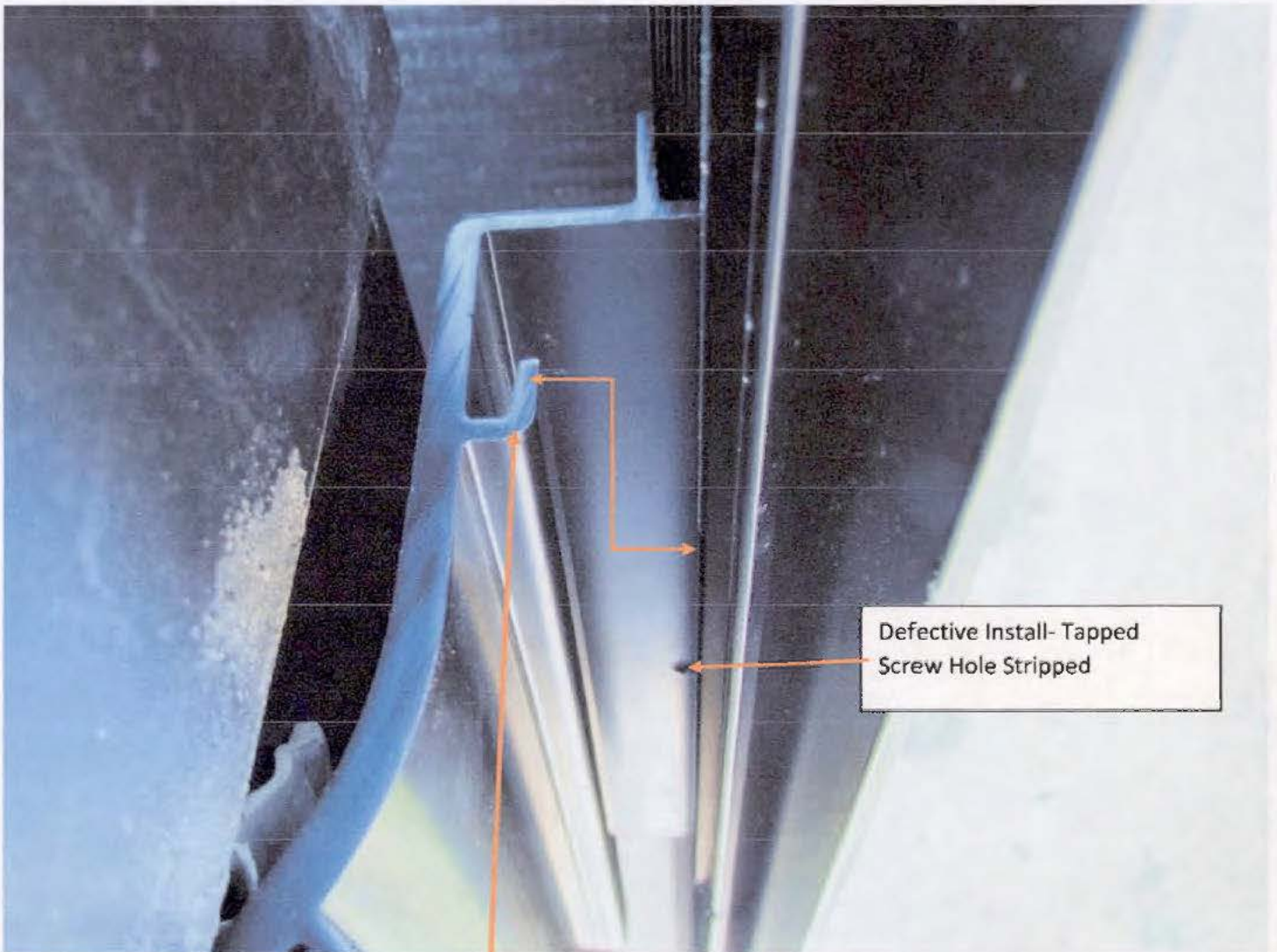


2" ACCESSORY RECEIVER HITCH
Every Avalanche comes standard with a 300 lb carrying capacity receiver hitch. Perfect for use with any accessory approved for RV use. Check accessory owner's manual.



KEYSHIELD™
Automotive grade painted front cap w/ rock protection.

Separated Left Slide Topper Cover
Missing Mechanical Anchor Attachments

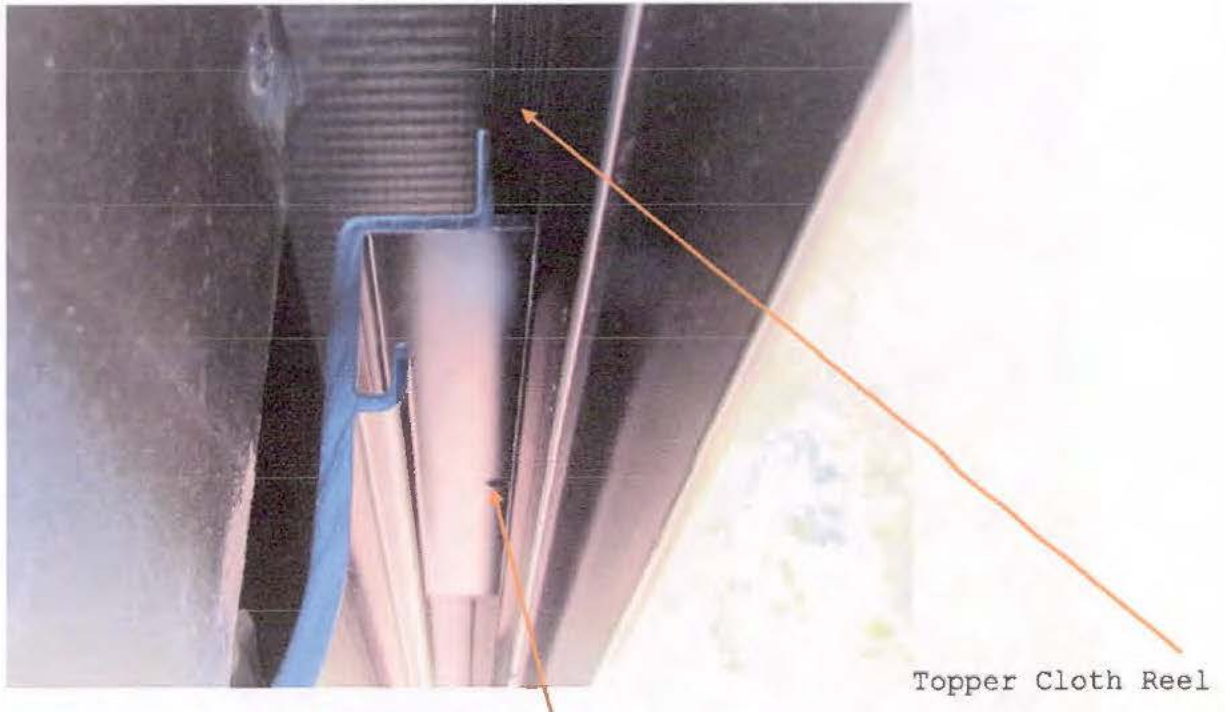


Medal "L" Turn Edge Designed to Fit in Grove Slot on Reel Bracket for Positive Lock

The U Shape Form is Designed on the Bracket to Support the Cloth Reel Weight and
Limit Up/Down; Horizontal Movement; Hazardous Separation

This damaged topper cover is installed totally different than the other two topper covers.
The other two installations are also defective installations using a different configuration.
(See Additional photos)

Left Rear RV Slide Topper Cover Hazard Details



Proprietary Slide Wall Bracket, tapped, single screw holes stripped.

Photo made after reel with spring is moved so that slide would close for travel.

One screw found on ground. One found hanging by two end threads in top side one of the wall brackets. Improper installation caused damage and separation at brackets.

