

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

Refer: Letter- Investigation and Corrective Action,
4/14/2023

Personnel Information

[REDACTED]
D.O.B.: [REDACTED]
Occupation: Retired
Address: [REDACTED], Placitas, NM [REDACTED]
Cell Phone: [REDACTED]

Vehicle Information

2021 Keystone Fifth Wheel RV Avalanche 312RS
V.I.N. 4YDF31223ME7 [REDACTED]

Subject: Additional Information and Follow-up communication

The attached letter to the RV Manufacturer, Keystone RV Company, is sent to you for review. Since I am in search of remedies for all of the problems that remain not resolved with Rocky Mountain RV and Marine Dealership, I am hopeful the two parties will be made responsible and accountable. They both are named and engaged in interstate commerce.

The most recent problem with the RV is described in the "RECALL NOTICE" sent to me by Keystone RV Company. It is certain that Rocky Mountain RV and Marine will not respond to the request previously not done. They have done physical harm to me, by assault, so that I will not return.

This information is made available to Keystone RV Company. A copy of the letter sent to the dealership is also made available to them as identical documentation. It is also made record in the documentations sent to you.

R

Keystone RV Company
PO Box 2000
Goshen, IN 46527-2000

Ref: Letters- Recall Notice! 4YDF31223ME [REDACTED]

Keystone Manufacturing RV Company,

This is the second request for documentation of the specific equipment and appliances that came with my new RV. What you did send was limited to the refrigerator documents for a Samsung while what is installed in the RV that I purchased is a Norcold Refrigerator.

All pertinent documentations and booklets are withheld by the dealership Rocky Mountain RV, Albuquerque, NM. Since I am the owner of the RV purchased September, 2021, I am sending you factual information and records of what is happening with my requests for REMEDIES. It is I that continues to ask that you please DO NOT ignore this request.

I am showing in *outline form communications and complaint for remedies. There is only a short list of items replaced/repared and many of these require several trips back to the dealership. It is during these repair appointments and return for my RV use that other, new problems are discovered.

The attached letter to the dealership show my request for the many other items that continue to be not fixed. The "Warranty Forever" agreement is tenured to exceed the unknown equipment listing as was shipped from your factory. The RV manufacturing date is listed July 21, 2021. I again request from you all booklets, installation guides, model numbers, and warranty documents for the Air Conditioning Units, Refrigerator, TV, Electric Fire Place, Kitchen Faucet, Ceiling Fans, Toilet and Bath Plumbing Fixtures, Water Works Center, and the Six Point Leveling Equalizing System.

Please send me the "specific documents" containing the model number, serial numbers for the Equalizer brand hydraulic system that is not shown in your recall for the leveling legs.

Additional, the "specific instructions" for repair/replacement items for the recall are requested.

The Keystone RV Dealership, Rocky Mountain and Marine, has disqualified itself by negligence and will not adhere to the Warranty Forever agreement. Please see the attached copy of the letter sent to the dealership and the items as listed below. It is considered a higher risk to me and the RV than to return the "same dealership" for this important Manufacture's Recall. I choose not to risk my "life time" that is at risk.

*Outline

Dealership Prep & Orientation- Sept 3, 2021

1. Washer/Dryer overhead light continuously ON.
2. Exposed electrical wires on bedroom floor.
3. Toilet flush valve seal does not hold water.
4. Not the correct Hot Water Heater as viewed. Does not have a hinged door as shown in model number diagram and only ten (10) gallons per hour capacity recovery rate. Your brochure shows that it should be 16 gallons.
5. The RV Technician refuse to respond on this date and it is necessary to return with photo pictures and request for repairs on different dates. The RV is not made ready by the dealership.

Repair Appointment- August 9, 2021

New Discoveries and request for repair:

1. The incorrect hot water heater leaks water. Found to be previously used condition and defective.
2. Water leaks underneath kitchen cabinet.
3. The G-rated tires are not inflated correctly but have irregular inflation pressures with compressed "air". But, all valve caps are the color "green" nitrogen.

Repair Appointment- October 21, 2021

1. Hydraulic fluid leaks at manifold and hose connections.

Repair Appointment- October 29, 2021

1. Hydraulics not fixed. Manifold and hose connections still leaking hydraulic fluid.

Repair Appointment- May 4, 2022

1. Defective Hot Water Heater continues to leak water.
2. Repair/Replace defective Carefree Awnings.

Repair Appointment- August 10, 2022

1. The factory installed Carefree Awnings continue to be defective and do not open properly. (see photo)
2. Annual Safety and Warranty Inspection Maintenance. This includes an additional complaint for the defective hot water heater reported as fixed but not fixed. Apparently, it is not inspected and continues to be not safe.
3. Request installation of three Slide Topper Covers.
4. On March 6, 2023, one of three Carefree slide toppers is damaged and separated at the mounting brackets. It is discovered all three awnings are not properly installed. And, additional these also require repairs/replacements because they are hazardous.

As an advisory, a copy of this communication is sent to the Department of National Traffic and Motor Vehicle Safety for their investigation.

April 27, 2023

[REDACTED]
Placitas, New Mexico [REDACTED]

[Redacted]
Placitas, New Mexico
[Redacted]

ALBUQUERQUE NM 870

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NEF

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Administration
US Department of Transportation
1200 New Jersey Avenue SE
Washington DC 20590

20590-

[Redacted]



KEYSTONE
RV COMPANY

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 22V-726
Safety Advisory: 22-437
April 17, 2023

IMPORTANT SAFETY RECALL – 2nd Notice

██████████
PLACITAS, NM ██████████



This notice applies to your vehicle: 4YDF31223ME ██████████

Dear ██████████

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Our records indicate
YOUR UNIT HAS NOT BEEN
REMEDIED.
Please DO NOT ignore this notice!

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2021-2023 Alpine, Avalanche, 2020-2023 Fuzion, Impact Fifth Wheels. As a result, Keystone RV is conducting a safety recall. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

***Reason for
this recall***

It has been decided that the vehicles in the recall population have certain Equalizer brand hydraulic leveling legs installed that have a foot pad that may become loose and separate from the vehicle. Under certain conditions during travel, if the foot pad separates from the vehicle it can lead to an increased risk of personal injury, or vehicle crash.

***What we
will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to inspect the mounting bolt for tightness and reinstall with thread locking adhesive if loose. The service and parts required for this corrective action will be provided at no charge to you.

PO Box 2000 – Goshen, IN 46527-2000
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