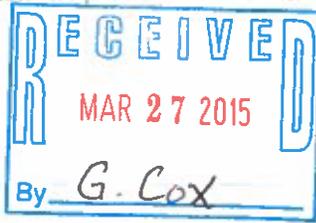


INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

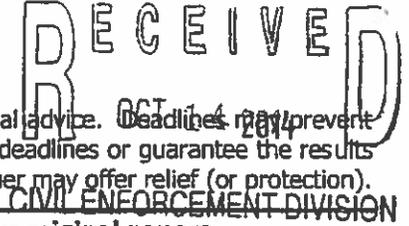
Ellen F. Rosenblum
Attorney General



Portland Area (503) 229-5576
Salem Area (503) 378-4320
Toll Free Area (877) 877-9392
Fax (503) 378-8910

www.oregonconsumer.gov

OREGON DEPARTMENT OF JUSTICE
CONSUMER COMPLAINT FORM



Please Note the Following:

Under Oregon Law, the Attorney General cannot act as your private attorney or give you legal advice. Deadlines may prevent you from starting a lawsuit if you wait too long. Filing this complaint does not change those deadlines or guarantee the results you want. You may wish to contact a private attorney. If you paid by credit card, the card issuer may offer relief (or protection).

- 1. Please use dark ink. Type or print clearly.
- 2. Return this form with copies of important papers.

- 3. Keep your original papers.
- 4. Attach any additional explanation.

First Name: [Redacted] Middle Initial: [Redacted] Last Name: [Redacted]
 Mailing Address: [Redacted] **EMAILED**
 Rainier City: [Redacted] OR State: [Redacted] Zip: [Redacted]
 Day Phone: [Redacted] Same Evening Phone: [Redacted] Too remote Cell phone number: [Redacted] Email address: [Redacted]

Name of Business or person about which you are complaining: Keystone RV Company
 Mailing/Street Address: 2642 Hackberry Drive PO Box 2000
 Goshen City: [Redacted] IN State: [Redacted] 46527-2000 Zip: [Redacted]
 Phone: (574) 535-2100

Date of Transaction(s): 4/23/13 How much money, if any, do you believe you lost? \$350.00
Whom have you contacted regarding your complaint?
 Attorney _____
 Business Keystone RV Company
 Other Indiana Better Business Bureau
 I am not requesting action on this complaint.
 I am over 65 years of age
 I am under 30 years of age
 English is not my first language
 I am a veteran
 I would like info on Veteran's Benefits
 If you would like to receive **SCAM ALERTS**, print your email address: _____

FOR OFFICIAL USE ONLY

FF #: 6695-14 Rec'd From: _____
 Comp. Code: C302 Bus Code: 336214 Ref'd To: _____
 Comp. Code: C501 Bus Code: _____ Uncheck: -Cons.Comp. -Websrch
 Closing Code: 11621 Ltr Type: B1 Notes: _____
 Rtn to: _____ Notify: _____
 Cc: _____ \$\$Amt: 350.00
 -ADS -HUM -GJD

DM#5557830 Rev: 7/7/2014

CLOSED

10/16/14

DETAILS OF COMPLAINT
(attach additional pages if necessary)

If your complaint is about a cell phone account, please list the cell phone number here: _____

If your complaint is about a website, please list the website here: _____

Sirs:

My wife and I purchased a Keystone Bullet Ultralite RV camping trailer on April 21, 2013 from Camping World in Hillsboro. Although we did not use the camper for some time, we discovered while cooking for the first time, the range hood vents to the interior of the cabin blowing fumes, odors, and visible air borne pollutants into the cabin. Consequently, the smoke detector begins to function as expected. This has happened a number of times. All of our previous units vented the cooking fumes to the outside.

When this occurs, we have few options which may include:

1. Removing the battery from the detector
2. Moving the smoke detector to another location
3. Not cooking in the RV
4. Wait for the screaming smoke detector to stop

I called Keystone and complained about the poorly engineered range hood. I was told by representative Don Ely that the system functions as engineered. He asked if we opened a window or vent while cooking and we always did. In essence, he denied our request for a remedy. Mr. Ely suggested I write to Keystone Owner Relations which I did on June 16, 2014. After no response, I wrote again and Mr. Ely responded saying my claim had been denied, again. I asked for a supervisor to intervene. He said the person was only available by email. I suggested my appeal be forwarded to the supervisor which Mr. Ely said he would do. As of Oct. 7, 2014, I have had no response.

I also registered a complaint with Camping World, but a temporary supervisor was only empathetic and said he would forward the complaint to a manager. Again, no action.

The Indiana Better Business Bureau corresponded with the company and Keystone quickly responded by stating the camping trailer has a one year warranty and that it had expired.

In my view this is a serious safety issue which could endanger lives whenever the smoke detector is disabled. There is great potential and likelihood for injury if the smoke detector is missing or inoperative.

I strongly believe the manufacturer is at fault and could remedy the situation by one of the following:

1. Replace the current range hood with one which vents to the exterior.
2. Install a power vent fan in the ceiling replacing a non-electric unit.

Either of these options at no cost to me would be acceptable.

In the Keystone Owner's Manual it states under Range Hood (page 37). "Please Refer to the manufacturer instructions supplied with the unit for care and operation". This document does not exist! The hood is manufactured by Ventline by Dexter, Bristol, IN. Model Number (maybe): CD0147-01 There is only an aluminum screen and a fan which blows all the air to the right and left under the range hood. No carbon filter, either.

ENCL: 3

By my signature below, I understand a) this complaint will become part of DOJ's permanent records and is subject to Oregon's Public Records Law; b) this complaint may be released to the business or person about whom I am complaining; c) this complaint may be referred to another governmental agency. By my signature below I authorize any party to release to the DOJ any information and documentation relative to this complaint.

Signature

10-7-14

Date

Over 65?

You can scan the completed form and documents and email to: help@oregonconsumer.gov or;
fax to: 503.378.5017 or;
mail to: Oregon Department of Justice
Financial Fraud/Consumer Protection Section
1162 Court St. NE
Salem, OR 97301.



[REDACTED] TREE FARM

Rainier, OR [REDACTED]
[REDACTED]

Owners since 1948

- We practice sustainable forestry

Family Certified Tree Farm

June 16, 2014

Keystone Owner Relations
2642 Hackberry Dr. PO Box 2000
Goshen, IN 46527-2000

RE: 2013 Keystone Bullet 212RBS
VIN: 4YDT21229DX [REDACTED]

Sirs:

We are appealing Keystone representative Don Ely's decision to deny us any reasonable remedy to a serious flaw in the design of the unit. That is, whenever we are cooking inside the travel trailer, the range hood simply recycles the fumes and causes the smoke alarm to go off. This happens with the roof vents open and a side window also open. Obviously, this is very aggravating, as you can imagine.

Once the smoke alarm is sounding, the only alternative is to remove the battery or take the unit outside. I think you have some exposure when you know of a potentially dangerous problem with few alternatives. If the smoke detector is not functioning to correct a problem arising from a serious design flaw, you could be held accountable to some degree.

Your representative told us the list of features on the sales contract included a recycling range hood. There is nothing on the sales contract. When examining the Bullet brochure, there is no listing for an outside vented range hood as an option. In fact, for the list of "Standards & Options", there is no reference to a recycling range hood.

We are on our fifth RV and this is the only one with such a onerous problem. All vented to the outside as one would expect for such a confined space.

Since this is a manufacturer's design flaw in the engineering of the unit, we would accept either one of the following remedies:

1. An outside vented range hood installed by our dealer at no charge to us.
2. A Fantastic (or similar) vent fan installed by our dealer at no cost to us.

Otherwise, we are very pleased with the RV, but we could not recommend this annoyance to anyone who might be interested in purchasing a Keystone product.

Sincerely,

[REDACTED]

CC: Attorney, Robert Van Natta



**Keystone RV
Company**



Dutchmen
a division of Keystone RV

October 13, 2014

Sent via fax [REDACTED]

Oregon Department of Justice
Ellen F. Rosenblum
Financial Fraud/Consumer Protection Section
1162 Court St. NE
Salem, OR 97301

Re: Mr. [REDACTED] VIN 4YDT21229DX [REDACTED], 2013 Bullet

Dear Ms. Rosenblum,

Thank you for contacting us regarding the above mentioned Customer. We have carefully reviewed the complaint. We researched the recreational vehicle codes. They indicate that a cooking surface should have a vent in the roof within 5 feet of any point directly above and provide unobstructed flow from the cooking appliances.

This particular unit has a self-contained exhaust vent over the stove, and in addition has the above-described roof vent.

The fantastic fan the Customer speaks of in his letter is an after-market product and he may purchase through most dealerships. In addition, the warranty on this particular unit expired 9/21/14.

Based on the above, there is no manufacturers defect present.

Sincerely,

KEYSTONE RV COMPANY

Tim Nustkaum
Customer Service
Finance/Legal Manager

cc: file

[REDACTED]
Rainier, OR [REDACTED]

PO Box 2000 - Goshen, IN 46527-2000
Phone: (866) 425-4369 - Fax: (866) 273-1451
www.keystonerv.com



[Redacted]

TREE FARM

Rainier, OR

Owners since 1948

We practice sustainable forestry

Family Certified Tree Farm

November 6, 2014

Oregon Department of Justice
Consumer Protection
Salem

RECEIVED
NOV 07 2014

CIVIL ENFORCEMENT-DIVISION

Dear Ms. Rosenblum,

Thank you for referring my complaint to Keystone RV Company. I received a copy of the response from Keystone and I was expecting a letter from you to determine your reaction.

Tim Nushaum, Customer Service, responds and declares that there is “no manufacturers (sic) defect present”.

This complaint is based upon an issue much more important than a warranty. Keystone is selling numerous units in Oregon which are inherently dangerous and can result in the death or injury to the occupant. Keystone is unwilling to admit the engineering is unsound.

Cooking in a RV trailer should be expected by the manufacturer to be an ordinary and customary activity. However, when such activity activates the smoke alarm to cause the owner to remove the detector or remove the batteries, that is a simple blatant oversight and should be corrected by the manufacturer. Shortly after writing to you, we were camping in Washington and my wife began to cook breakfast. Even with the windows open and the electric vent fan (which I had installed) running, the alarm went off when my wife sprayed Pam on the skillet.

This is so egregious that the state of Oregon should declare the units uninhabitable and unsafe until the defect is corrected. I am confident your agency has that authority. It could save someone’s life!

Thanks you.

Sincerely,

[Redacted Signature]

Encl: 2



DEPARTMENT OF JUSTICE
CIVIL ENFORCEMENT DIVISION
1162 Court Street NE
Salem, OR 97301-4096
Telephone: (503) 934-4400
Fax: (503) 378-5017
TTY: (800) 735-2900
November 13, 2014

Received CPSC
2014 NOV 18 A 11:42
Office of the Secretary
FOI

[REDACTED]
Rainier, OR

Re: Our File Number [REDACTED]
Complaint About: Keystone RV Company

Thank you for taking the time to document your concerns about the business practices of this company, and for sending us your written complaint. We will keep your complaint as part of the public record maintained by the Financial Fraud/Consumer Protection Section.

In addition, we have forwarded a copy of your complaint to the agency listed below because we believe they may be the appropriate agency to review the information that you have provided. If they are able to help, they will contact you.

We strive to make our state government more efficient and responsive by coordinating our enforcement efforts, both within the Department, and with other local, state, and federal agencies sharing our mission. By forwarding your complaint to the appropriate law enforcement or regulatory agency, we avoid duplicating the work of other government offices.

We encourage the public to keep us informed about all consumer problems. Please do not hesitate to let us know if we can assist you in the future.

Heather J McFarlane Martinez
Enforcement Officer

(C8)
cc: Consumer Product Safety Commission
4330 East West Hwy
Bethesda, MD 20814

Enclosure/s:
Consumer Complaint