

AUG 25-22

TO WHOM IT MAY CONCERN CL-11486367-1000

IN REGARDS TO RECEIVING YOUR LETTER OF CONCERN FOR THE LP REGULATOR, I ASSUME YOU EXPECT THE CUSTOMERS THAT PURCHASED A BRAND NEW CAMPER TO SPEND THEIR TIME AND ASSOCIATED COST TO APPEASE YOU.

A YEAR AGO I DID THIS. I BROUGHT MY BRAND NEW CAMPER BACK TO CAMPER WORLD IN NICHITA. A ONE DAY REPAIR THAT I HAD AN APPOINTMENT FOR, LASTED 75 DAYS. THE EXPERIENCE WAS TERRIBLE, I AM SURE YOU HAVE THESE RECORDS, AND REALIZE HOW POOR YOUR WARRANTY AND SERVICE IS,

I HAVE NO CONFIDENCE IN YOUR WARRANTY OR THE QUALITY OF YOUR WORKMANSHIP. AFTER BRINGING MY CAMPER HOME LAST YEAR, IT WAS NECESSARY FOR ME TO REPAIR DAMAGE THAT WAS CAUSED BY YOUR "SERVICE"

YOU ARE ALLOWING THAT YOU ARE NOT GOING TO BE LIABLE FOR MY REGULATOR. YOU ARE WANTING TO PUT THE BALL IN MY COURT.

WITH THIS LETTER I AM REQUESTING THAT YOU SEND THE REGULATOR TO ME. SHOULD YOU CHOOSE NOT TO PROVIDE THIS REGULATOR TO ME, I AM PUTTING THE "BALL" AND LIABILITY BACK ON YOU.

MY LAWYER FRIEND AND I WILL EACH KEEP A COPY ON FILE



KEYSTONE
RV COMPANY

RECREATIONAL VEHICLE
SAFETY RECALL NOTICE

Safety Recall: 21V-708
Safety Advisory: 21-414
August 16, 2022

IMPORTANT SAFETY RECALL – 2nd Notice

WELLINGTON, KS



This notice applies to your vehicle: 4YDT28723M

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 2019-2021 Aspen Trail, Bullet, Coleman, Cougar, Hideout, Passport, Springdale, Sprinter, and 2019 Fuzion, Impact, Kodiak, Residence, Retreat, Summerland Fifth Wheels and Travel Trailers. 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 Winn-Tec Model 6020 dual stage propane regulator with date code 18 XX, 19 XX, 20 XX, and 21 XX 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.

***What we
will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to replace the existing regulator with a new regulator. The service and parts required for this corrective action will be provided at no charge to you.

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

***What we
need you to
do***

Do not use unattended propane appliances or turn off propane bottles until regulator is replaced. As soon as possible, please make an appointment to have your RV serviced by your dealership. The labor time to perform this correction is approximately 1 hour. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your RV for this repair.

**BE ADVISED –
Damage caused by failure to have the
recall remedy completed will be the
responsibility of the owner.**

***If you have
questions***

Your dealer is best equipped to obtain parts and provide service to ensure your RV is corrected as promptly as possible. Please contact Keystone Customer service if your dealer is unable to assist or if you take your RV to your dealer on the agreed service date, and the dealer does not remedy the condition within a reasonable amount of time, or without charge to you. You may be eligible to receive reimbursement if you paid to have the defect resolved prior to receiving this correspondence. Keystone Customer Service is available toll-free at 1-866-425-4369.

If after contacting Keystone Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.nhtsa.gov>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

cc: National Highway Traffic Safety Administration (NHTSA)



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

Wellington, KS

WICHITA KS 670

26 AUG 2022 PM 2 L



Administrator
National Hwy Traffic Safety Admin.
1200 New Jersey Ave SE
Washington DC 20590

20590-

