



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



October 28, 2022

[REDACTED]
Wellington, KS [REDACTED]

NEF-109 tg
Ref. No. 11486367

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2021 Keystone Dutchmen Aspen Trail Recreation Vehicle (RV). Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. You indicate that you received a second notice for NHTSA Safety Recall Campaign No. 21V-708. As you know, the recall addresses a problem with the propane regulator in MY 2021 Keystone Dutchmen Aspen Trail RVs. The remedy for this recall involves the dealer replacing the regulator and testing the propane system for leaks, free of charge.

In your letter, you state that you took your RV to the dealer one year ago to complete the recall, but for some reason the repair was not completed. In addition, the dealer caused further damage to your RV. As such, you request that the regulator be sent to you for installation. We understand your dissatisfaction with the dealer. However, the National Traffic and Motor Vehicle Safety Act gives vehicle manufacturers the right to require that the recalls be performed at an authorized repair facility for various reasons (e.g., safe and adequate facility, insurance, property damage liability, essential tools and equipment, technician training, productivity, etc.) We recommend that you report your problem directly to the Keystone RV Company and request assistance with Recall 21V-708. You can contact Keystone by telephone at 866-425-4369 or on their website at www.keystone.com.

You can also express your concerns to the Recreational Vehicle Industry Association (RVIA). RVIA works with RV manufacturers, suppliers, and retailers in establishing standards and regulations for the RV industry. You can contact RVIA on their website at <https://www.rvia.org/>. We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement