



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

RL-11522806-1000



June 22, 2023

[REDACTED]
[REDACTED]
Madison, AL [REDACTED]

NEF-109 br
Ref. No. 11522806

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2019 Keystone Sprinter vehicle. 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 your MY 2019 Keystone Sprinter experienced the safety defect identified in NHTSA Safety Recall Campaign No. 21V-427. You paid to repair the propane regulator and therefore request a reimbursement.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, **which in many instances is one year, prior to the manufacturer's notification**. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. We encourage you to continue working with Keystone and your dealer if you require further assistance.

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,

[REDACTED]

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement