



Customer Name	Safety Recall	06V-257
Street Address	Service Advisory	06-072
City, ST Zip		

VIN: 4YDF311...

Dear Customer Name:

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

REASON FOR THIS RECALL

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain 2007 Keystone RV Cougar 311RLS models. These units may have been manufactured with the incorrect axle spring rating. The axle springs may fail if they are loaded beyond the rated capacity which could result in adverse vehicle handling and possibly a crash.

WHAT WE WILL DO

A notice has been sent to your selling dealership regarding this situation. The dealers stand ready to assist you in addressing this condition by inspecting the tag on the axle of your recreational vehicle to determine if it is affected. If affected, the dealer will replace the axle springs without charge.

WHAT YOU SHOULD DO

At your earliest convenience, please make an appointment to have your fifth wheel serviced by your dealership. The recreational vehicle will need to be at the dealer to perform this service correction approximately one (1) day. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your fifth wheel.

Your Keystone RV dealer is best equipped to obtain parts and provide service to ensure your travel trailer is corrected as promptly as possible. If your dealer is unable to assist, please contact Keystone Customer Service by calling 1-866-425-4369. If you take your Travel Trailer 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, please contact Keystone Customer Service by calling 1-866-425-4369. You may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, 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.safercar.gov>.)

We apologize for this inconvenience. Your safety and continued satisfaction with our product is of the utmost importance to us.

Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Customer Service Manager

cc: National Highway Traffic Safety Administration (NHTSA)

2642 Hackberry Drive – Goshen, IN 46526
574-535-2100