



2642 Hackberry Dr Goshen, IN 46526

September 6, 2007

**VIA E-MAIL
RECEIPT CONFIRMATION REQUESTED**

07V-411
(4 Pages)

Mr. George H. Person
National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Ave SE
Washington, DC 20590

Re: Keystone RV Company
Defect and Non-Compliance Report

Dear Mr. Person:

Keystone RV Company ("Keystone") has decided that a defect which relates to motor vehicle safety exists in the recreational vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

- A. Recall Population and Vehicle Identification. The recall population includes the following product brands manufactured by Keystone.

Product Brand	Number of Vehicles
2007 Big Sky Fifth Wheels Production Dates: 10/19/2006 – 5/2/2007 VIN Range: 4YDF3402674710000 - 4YDF360247A710185	186
2008 Big Sky Fifth Wheels Production Dates: 5/2/2007 – 7/26/2007 VIN Range: 4YDF340228A710000 - 4YDF350278A710130	131

The total number of vehicles subject to this recall campaign is: 317

- B. Description of Defect. The vehicles subject to this recall campaign have a towel bar installed on the glass shower door. When pressure is applied to the towel bar, the edge of the bar may contact the glass and result in an increased risk of glass breakage and personal injury.

Supplier – Irvine Shade and Door, Inc 1000 Verdant Dr Elkhart, IN 46516
Supplier Contact – Jim Lintz

Mr. George H. Person

September 6, 2007

Page 2

- C. Basis for Determining that a Defect Exists. The defect was discovered during a review of warranty claims. All Big Sky vehicles manufactured up until the problem was discovered are included in the recall.
- D. Remedying of Defect. The remedy is to replace the towel bar mounting hardware. New mounting hardware and installation instructions will be mailed to retail customer and dealers. If retail customers do not wish to replace the mounting hardware themselves, they can take their vehicle to a Keystone dealer to get the remedy performed at no charge.
- E. Owner Notifications. Keystone will notify the owners of the recreational vehicles by letter beginning on September 17, 2007 pending NHTSA approval. A final copy of the owner letter will also be provided to NHTSA, along with the dealer repair procedures.
- F. Quarterly Reporting Requirements. Keystone will be filing quarterly reports in connection with this recall campaign.
- G. Campaign Number. Keystone's identification code for this recall is 07-092.

If you need any additional information regarding this recall campaign, please feel free to contact me at 574-537-3925.

Sincerely,

Garett Carolus
Keystone RV Company
Technical Manager



RECREATIONAL VEHICLE SAFETY RECALL NOTICE

Customer Name
Street Address
City, ST Zip

Safety Recall:
Service Advisory: 07-092

VIN: 4YD

Dear Customer Name:

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

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model year 2007 and 2008 Big Sky Fifth Wheel Recreational Vehicles. 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***

The vehicles subject to this recall campaign have a towel bar installed on the glass shower door. When pressure is applied to the towel bar, the edge of the bar may contact the glass and result in an increased risk of glass breakage and personal injury.

***What we
will do***

With this letter we have supplied new mounting hardware for the towel bar and instructions for replacing the hardware. If you are currently using your Big Sky, please replace the mounting hardware immediately. If not, replace the hardware before using your vehicle.

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

If you are not comfortable replacing the hardware yourself, you are welcome to make arrangements with your dealer to have the supplied mounting kit installed at no charge to you. At your earliest convenience, please make an appointment to have your RV serviced by your dealership. The labor time to perform this correction is approximately 10 minutes. 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.

***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. 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, please contact Keystone Customer Service by calling 1-866-425-4369.

If after contacting your dealer and 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.safercar.gov>.)

Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Sales & Service Manager

cc: National Highway Traffic Safety Administration (NHTSA)



2642 Hackberry Drive – Goshen, IN 46526
Phone: (574) 535-2100 – Fax: (574) 535-2199
www.keystonerv.com

INSTALLATION INSTRUCTIONS

Big Sky Shower Door Towel Bar

Models Included: All Big Sky

Serial Number Range: 2007 Models 7A710000 – 7A710185

Serial Number Range: 2008 Models 8A710001 – 8A710130

Parts Required per Unit: KRV # 247285 Replacement Hardware Kit

Tools Required: None

Keystone RV Company is conducting a voluntary **RECALL** notification campaign in accordance with the National Traffic and Motor Vehicle Safety Act. It has been determined that on some vehicles the shower towel bars mounting hardware will allow the edge of the towel bar to flex into the glass door. This results in an increased risk of glass breakage and personal injury. These instructions will explain how to correct the problem.

ONE INSTRUCTIONS

- Step 1** Remove the two mounting bolts as shown in figure 1. Use caution or glass breakage and personal injury may result. Discard the old mounting bolts, insert rings and flat washers.
- Step 2** Using the new hardware kit (KRV # 247285 – 2 bolts, 4 washers, and 2 insert rings) install the insert rings in the hole in the glass door and one flat washer on each side of the glass. Firmly hand tighten the knurled bolt. Do not over tighten or use tools on the knurled bolt head.

Remove mounting bolt



Fig 1

New hardware kit

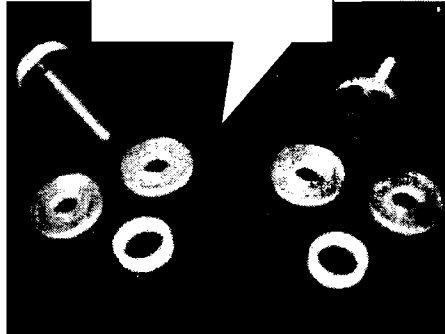


Fig 2

Be sure to hand tighten firmly



Fig 3

If you have any questions, please call Keystone RV Customer Service at (866) 425-4369.