



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

1200 New Jersey Avenue SE
Washington, DC 20590

July 30, 2009

MR. GARETT CAROLUS
TECHNICAL MANAGER
KEYSTONE RV COMPANY
2642 HACKBERRY DRIVE
GOSHEN, IN 46526

NVS-215kjs
09V-311

SUBJECT: MICROWAVE/FALLING DOOR GLASS

DEAR MR. CAROLUS:

This letter serves to acknowledge Keystone RV Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety defect in the vehicles described below for which a safety recall campaign shall be conducted pursuant to Federal laws.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

KEYSTONE/BULLET/2010
KEYSTONE/LAREDO/2010
KEYSTONE/OUTBACK/2010
KEYSTONE/PASSPORT/2010
KEYSTONE/SPRINTER/2010

NHTSA Campaign Number: 09V-311

Mfg's Report Date: July 17, 2009

Components: EQUIPMENT

Potential Number of Units Affected: 200

Summary:

KEYSTONE RV IS RECALLING CERTAIN MODEL YEAR 2010 RECREATIONAL VEHICLES MANUFACTURED FROM MAY 12 THROUGH JUNE 19, 2009. THE GLASS MAY NOT BE PROPERLY ADHERED TO THE DOOR IN CERTAIN MICHEF BRAND MODEL EM925RZT MICROWAVE OVENS. ONLY THOSE VEHICLES WITH THE FOLLOWING MICHEF MICROWAVE SERIAL NUMBER RANGES (LAST 6 DIGITS) ARE INCLUDED IN THE RECALL: 000050-100, 000225-250, 000300-325, 000425-450, AND 000460-500.

Consequence:

THE MICROWAVE IS INSTALLED IN AN OVERHEAD CABINET. THE GLASS COULD FALL OUT AND INJURE A NEARBY PERSON.

Remedy:

KEYSTONE RV WILL NOTIFY OWNERS AND REPLACE THE MICROWAVE FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING AUGUST 2009. OWNERS MAY CONTACT KEYSTONE CUSTOMER SERVICE AT 1-866-425-4369.

Notes:

KEYSTONE'S RECALL CAMPAIGN NO. 09-123. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

We have reviewed your proposed owner letter and it meets the requirements of 49 CFR Part 577. Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Kelly Schuler, who may be reached by phone at 202-366-5227, by email at Kelly.Schuler@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you for successful completion of this recall campaign.

Sincerely,



George H. Person
Chief, Recall Management Division
Office of Defects Investigation
Enforcement