



**Keystone RV  
Company**

**RECREATIONAL VEHICLE SAFETY RECALL NOTICE**

«Owner\_Name»  
«Street1»  
«City1», «State1» «Zip1»  
«Country1»

Safety Recall: 09V-???  
Service Advisory: 09-122

VIN: «VIN»

Dear «Owner\_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 2010 Keystone Passport Travel Trailers. 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***

It has been decided that some vehicles were manufactured with incorrect axle(s). The axle rating may not match the specifications listed on the Federal Certification Label and the Tire and Loading Label. Towing a vehicle with the axle loaded beyond the specified weight rating may result in axle failure leading to poor vehicle handling and an increased risk of a crash.

***What we  
will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to inspect the axle rating tags, compare to the Federal Certification Label and then if they do not match either replace the axle if under rated or replace the labels if over rated. The service and parts required for this corrective action will be provided at no charge to you.

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

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 three hours. 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 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)



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