



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 7, 2010

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

NVS-215kjs
10V-239

SUBJECT: MISSING EGRESS WINDOW

DEAR MR. CAROLUS:

This letter serves to acknowledge Keystone RV Company's (Keystone) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the vehicles listed below.

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/COUGAR HIGH COUNTRY/2010-2011

NHTSA Campaign Number: 10V-238 **Mfg's Report Date:** June 1, 2010

Components: STRUCTURE:BODY

Potential Number of Units Affected: 20

Summary:

KEYSTONE RV IS RECALLING CERTAIN MODEL YEAR 2010 AND 2011 COUGAR HIGH COUNTRY FIFTH WHEELS MANUFACTURED FROM APRIL 15 THROUGH MAY 3, 2010. THE REAR BEDROOM IS MISSING AN EGRESS WINDOW.

Consequence:

IN THE EVENT AN EMERGENCY EVACUATION IS NECESSARY, NOT HAVING THE EGRESS WINDOW WILL INCREASE THE RISK OF PERSONAL INJURY.

Remedy:

KEYSTONE RV WILL NOTIFY OWNERS AND THE CURRENTLY INSTALLED WINDOW WILL BE REPLACED WITH AN EGRESS WINDOW FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING JUNE 2010. OWNERS MAY CONTACT KEYSTONE AT 1-866-425-4369.

Notes:

KEYSTONE RV'S RECALL CAMPAIGN NUMBER IS 10-140. CUSTOMERS MAY 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.

Please provide the following additional information and be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports 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 the successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "G. Person". The signature is fluid and cursive, with a large initial "G" and a long, sweeping tail.

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