



RECREATIONAL VEHICLE SAFETY RECALL NOTICE

SERVICE ADVISORY 10-140

«Dealer_name»
ATTN: Service Manager
«Street_2»
«Street»
«City_ST_Zip»
«Country»

Dear «Dealer_name»,

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2010 - 2011 Keystone Cougar High Country 296BHS Fifth Wheels. As a result, Keystone RV is conducting a safety recall.

***Reason for
this recall***

It has been decided that the rear bedroom is missing an egress window. In the event an emergency evacuation is necessary not having the egress window will increase the risk of personal injury.

The vehicles included in the recall are:

**2010 - 2011 Cougar High Country 296BHS Fifth Wheels in the Serial Number Ranges:
2010 AA510038, 2011 BA510034 – BA510072**

Our records indicate unit(s) sold or in your present lot inventory fall within this range, which will require immediate preventative action. **Important:** If some of the units are still in your inventory, Federal Law requires you to complete the recall service on those units before retail delivery. The unit VIN(s) our records indicate are presently in your inventory or have been sold are as follows:

«VIN» «VIN_1»

Claims for the units which have been serviced must be submitted. Claims submitted will be used by Keystone to record recall service completions and provide dealer payments. Attached is a copy of the Service Advisory #10-140, which details how to remedy the situation and the proper reimbursement procedures.

We apologize for any inconvenience this situation may cause and greatly appreciate your cooperation. Should you have any questions or concerns regarding this correspondence or the attached Service Advisory, please feel free to contact us at **(866) 273-1452**.

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Sales & Service Manager

cc. National Highway Traffic Safety Administration (NHTSA)
cc. Transport Canada

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