



**RECREATIONAL VEHICLE SAFETY RECALL NOTICE**

Safety Recall: 10V-238  
Service Advisory: 10-141

**SAFETY RECALL NOTICE**

«Owner\_name»  
«Street»  
«Street\_2»  
«City», «State» «Zip»

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 Raptor Fifth Wheels manufactured with the Interactive Technologies remote system. 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 the remote receiver manufactured by Interactive Technologies, Inc and supplied by River Park, Inc. is not compatible with the high speed landing gear motor. If the motor is operated in a binding situation, the remote receiver may be damaged and overheat due to a combination of inadequate breaker and fuse protection and the excessive amp draw of the motor. Continuing to operate the landing gear motor without the remedy offered will increase the risk of fire, personal injury and property damage.

***What we  
will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to replace the landing gear motor with a new motor and relay assembly, install proper circuit protection and the replace the remote receiver. 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 two 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)



**PO Box 2000 – Goshen, IN 46527-2000**  
**Phone: (866) 425-4369 – Fax: (866) 273-1451**  
**[www.keystonerv.com](http://www.keystonerv.com)**