



Safety Recall: 10V-478
Service Advisory: 10-148

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 2011 Keystone Travel Trailers and Fifth Wheels. 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 certain Atwood 35 Series Range Ovens manufactured between July 1, 2010 and September 20, 2010 with model numbers beginning with RV1735, RV2135, or RA2135 and installed as original equipment on Keystone recreational vehicles may contain non-complying oven gas lines. A potential exists for a small fracture within the line delivering gas to the oven cavity burner. Such a fracture has a potential to leak when the oven burner has gas flowing to it and leads to an increased risk of propane gas build up. A propane leak, in the presence of an ignition source, could result in a fire and/or explosion causing property damage and/or personal injury.

Gas is only supplied through this line when the oven cavity is in use, and thus the potential does NOT exist for a gas leak while the range top burners only are lit or when the range oven controls are off. As such, until the range has been inspected and/or repaired, the oven cavity of all range ovens included in the recall population are not to be lit and used. You can continue to use the range top burners as normal.

What we will do

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to isolate and perform a drop pressure test on the oven supply tube. If the tube leaks, it will be replaced. 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 one hour. 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