



**RECREATIONAL VEHICLE SAFETY RECALL NOTICE**

Safety Recall: 10V-594  
Service Advisory: 10-153

**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 2009 – 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 if the transfer switch is not installed to the proper specifications, the elevated electrical loads associated with RV use in higher ambient temperatures may cause overheating of the lugs and degrading of the electrical connections. Specifically if the set screw on the connector lug does not have sufficient torque, it could result in increased resistance and higher temperatures on the metal lugs. This condition may result in further degradation of the electrical connections, elevated case temperatures and an increased risk of appliance and other 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 inspect the transfer switch for evidence of heat damage and verify the torque of the set screws. If the inspection reveals evidence of heat damage, the switch 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)

