



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

1200 New Jersey Avenue SE  
Washington, DC 20590

January 12, 2011

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

NVS-215dgl  
11V-002

**SUBJECT: COUPLER INSPECTION**

**DEAR MR. CAROLUS:**

This letter serves to acknowledge Keystone RV Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign 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/2010-2011  
KEYSTONE/LAREDO/2010-2011  
KEYSTONE/OUTBACK/2010-2011

**NHTSA Campaign Number:** 11V-002

**Mfg's Report Date:** January 4, 2011

**Components:** TRAILER HITCHES

**Potential Number of Units Affected:** 1086

**Summary:**

KEYSTONE IS RECALLING CERTAIN MODEL YEAR 2010-2011 COUGAR, LAREDO AND OUTBACK TRAVEL TRAILERS EQUIPPED WITH LIPPERT COMPONENT HITCH COUPLERS FOR LACK OF INDENTATION ON THE FORWARD EDGE OF THE COUPLER.

**Consequence:**

IF THE COUPLER IS LACKING THE INDENT IT WILL LEAD TO AN INCREASED RISK OF TRAILER SEPARATION FROM THE HITCH BALL WHILE TOWING RESULTING IN PROPERTY DAMAGE AND/OR VEHICLE CRASH.

**Remedy:**

OWNERS ARE ASKED TO INSPECT THE HITCH COUPLER FOR THE CORRECT STAMPING. IF THE HITCH COUPLER IS NOT FORMED CORRECTLY ARRANGEMENTS WILL BE MADE TO REPLACE IT FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING JANUARY 2011. OWNERS MAY CONTACT KEYSTONE CUSTOMER SERVICE AT 1-866-425-4369.

**Notes:**

KEYSTONE SAFETY RECALL NO. 10-156. OWNERS MAY ALSO 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.

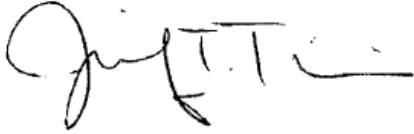
We have reviewed your proposed owner letter and it meets the requirements of 49 CFR Part 577.

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

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).

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at [Delia.lopez@dot.gov](mailto:Delia.lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement