



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 17, 2011

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

NVS-215dgl
11V-317

SUBJECT: INCORRECT WIRING CONNECTORS

DEAR MR. CAROLUS:

This letter serves to acknowledge Keystone RV Company's (Keystone) 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/RESIDENCE/2012

NHTSA Campaign Number: 11V-317

Mfg's Report Date: May 26, 2011

Components: ELECTRICAL SYSTEM: WIRING

Potential Number of Units Affected: 44

Summary:

KEYSTONE IS RECALLING CERTAIN MODEL YEAR 2012 RESIDENCE TRAVEL TRAILERS PRODUCED FROM MAY 6, 2011, THROUGH MAY 18, 2011. THE WIRING CONNECTION TO THE 120 VOLT LIGHT ON THE CEILING OF THE SLIDE ROOM HAS THE INCORRECT WIRING CONNECTORS.

Consequence:

THE INCORRECT WIRING CONNECTORS COULD CAUSE A LOOSE ELECTRICAL CONNECTION LEADING TO AN INCREASED RISK OF FIRE, PROPERTY DAMAGE AND/OR PERSONAL INJURY.

Remedy:

DEALERS WILL REPLACE THE INCORRECT CONNECTORS (CRIMP STYLE BELL CAPS) WITH TWIST ON WIRE NUTS. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING JUNE 2011. OWNERS MAY CONTACT KEYSTONE CUSTOMER SERVICE AT 1-866-425-4369.

Notes:

KEYSTONE SAFETY RECALL NO. 11-165. CUSTOMERS 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).

Keystone did not provide a chronology of principal events in its defect report and as required by 49 CFR 573.6. Please provide a chronology that meets the minimum requirements of 573.6(c)(6) including, but not limited to, a summary of the complaints and field information referenced, with dates of receipt.

We have received your proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete. 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).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

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, or through the office email at 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