



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

1200 New Jersey Avenue SE
Washington, DC 20590

October 26, 2011

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

NVS-215dgl
11V-513

SUBJECT: EGRESS WINDOW

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/PASSPORT/2012

NHTSA Campaign Number: 11V-513

Mfg's Report Date: October 14, 2011

Components: EQUIPMENT: RECREATIONAL VEHICLE

Potential Number of Units Affected: 30

Summary:

KEYSTONE IS RECALLING CERTAIN MODEL YEAR 2012 PASSPORT TRAVEL TRAILERS MANUFACTURED FROM SEPTEMBER 15, 2011, THROUGH SEPTEMBER 28, 2011. THE REAR LIVING ROOM IS MISSING AN EGRESS WINDOW.

Consequence:

IN THE EVENT THAT AN EMERGENCY EVACUATION IS NECESSARY, THE ABSENCE OF AN EGRESS WINDOW WILL INCREASE THE RISK OF PERSONAL INJURY.

Remedy:

DEALERS WILL REPLACE THE WINDOW CURRENTLY INSTALLED WITH AN EGRESS WINDOW FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING OCTOBER 2011. OWNERS MAY CONTACT KEYSTONE CUSTOMER SERVICE AT 1-866-425-4369.

Notes:

KEYSTONE'S NUMBER FOR THIS SAFETY RECALL IS 11-168. 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).

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

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 1-202-366-9525, 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 "R. Willard". The signature is fluid and cursive, with a large loop at the end of the last name.

Ric Willard
Acting Chief, Recall Management Division
Office of Defects Investigation
Enforcement