



RECREATIONAL VEHICLE SAFETY RECALL NOTICE

SERVICE ADVISORY 11-162

«Dealer_name»
ATTN: Service Manager
«Street»
«Street_2»
«City_State_Zip»
«Country»

Dear «Dealer_name»,

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2011 Keystone Cougar and Laredo Travel Trailers. As a result, Keystone RV is conducting a safety recall.

***Reason for
this recall***

It has been decided the axles are installed backwards causing a slight reduction in braking torque and shortened brake lining service life. Over time, diminished braking capacity leads to an increased risk of property damage and/or personal injury.

The vehicles included in the recall are:

2011 Cougar and Laredo Travel Trailers in the Serial Number Ranges:

Cougar BV505862 – BV506601

Laredo BV602113 – BV602322

Note - Only vehicles manufactured in Plant 31 included (indicated by the V in the serial number)

Our records indicate unit(s) sold or in your present lot inventory fall within this range, which will require immediate preventative action. **Important:** If some of the units are still in your inventory, Federal Law requires you to complete the recall service on those units before retail delivery. The unit VIN(s) our records indicate are presently in your inventory or have been sold are as follows:

«VIN_1» «VIN_2» «VIN_3» «VIN_4» «VIN_5» «VIN_6»
«VIN_7» «VIN_8» «VIN_9» «VIN_10» «VIN_11»

Claims for the units which have been serviced must be submitted. Claims submitted will be used by Keystone to record recall service completions and provide dealer payments. Attached is a copy of the Service Advisory #11-162, which details how to remedy the situation and the proper reimbursement procedures.

We apologize for any inconvenience this situation may cause and greatly appreciate your cooperation. Should you have any questions or concerns regarding this correspondence or the attached Service Advisory, please feel free to contact us.

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Sales & Service Manager

cc. National Highway Traffic Safety Administration (NHTSA)