



**RECREATIONAL VEHICLE SAFETY RECALL NOTICE**

Safety Recall: 11V-002  
Service Advisory: 10-156

**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.

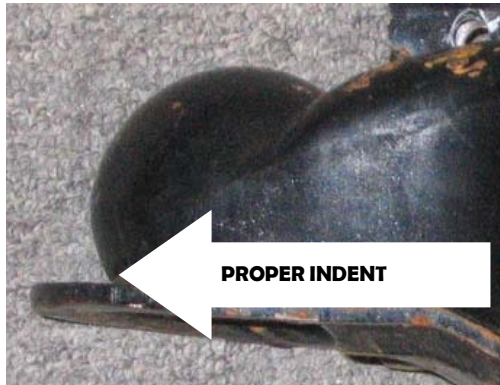
Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2010 - 2011 Keystone Travel Trailers. As a result, Keystone RV is conducting a safety recall. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

***Reason for this recall***

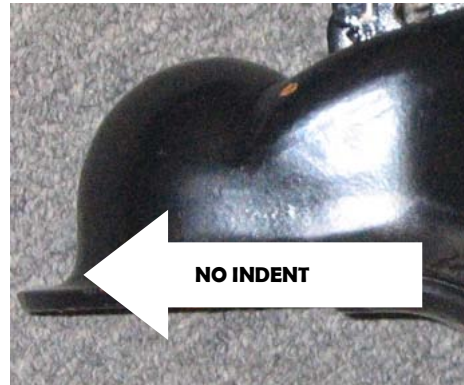
It has been decided certain brand name hitch couplers “Puregain” installed by Lippert Components as original equipment on Keystone recreational vehicles may be lacking an indentation on the forward edge of the coupler. If the coupler is lacking the indent it will lead to an increased risk of trailer separation from the hitch ball while towing resulting in property damage and/or vehicle crash.

***What we need you to***

At your earliest convenience, please inspect the hitch coupler for the proper indentation as shown below in the horizontal side view of the coupler. A correctly formed coupler indentation rolls under the hitch ball slightly to capture the hitch ball when engaged. Then fill out and return the enclosed reply card.



**Correct**



**Incorrect**

***What we will do***

If you believe your coupler is **not** formed correctly as shown above, please contact us at (866) 425-4369. When we confirm the coupler is not formed correctly we will arrange to have the coupler replaced at no charge to you. **IMPORTANT – DO NOT tow the trailer until it is confirmed you have a correctly formed coupler.** If you have any questions, 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)

**PO Box 2000 – Goshen, IN 46527-2000**  
**Phone: (866) 425-4369 – Fax: (866) 273-1451**  
**[www.keystonerv.com](http://www.keystonerv.com)**