



RECREATIONAL VEHICLE SAFETY RECALL NOTICE

Safety Recall: 11V-322
Service Advisory: 11-166

SAFETY RECALL NOTICE

«Owner_name»
«Street»
«Street_2»
«City_State_Zip»
«Country»

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 year 2011 – 2012 Cougar High Country 321RES 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 4400 pound axles were installed instead of 5200 pound axles. If a vehicle is loaded to the maximum stated GVWR of 10,000 pounds the 4400 pound axles will be overloaded leading to an increased risk of axle failure, property damage and/or vehicle crash.

What we will do

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to replace the axles with the correct ones supplied by Keystone. The service and parts required for this corrective action will be provided at no charge to you.

What we need you to do

As soon as possible, please make an appointment to have your RV serviced by your dealership. The labor time to perform this correction is approximately four hours. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your RV for this repair.

If you have questions

Your dealer is best equipped to obtain parts and provide service to ensure your RV is corrected as promptly as possible. If your dealer is unable to assist or if you take your RV to your dealer on the agreed service date, and the dealer does not remedy the condition within a reasonable amount of time, or without charge to you, 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>.) Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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)

