



## **RECREATIONAL VEHICLE SAFETY RECALL NOTICE**

November 20, 2012

Safety Recall: 11V-577

Safety Advisory: 11-170

### **SAFETY RECALL SECOND 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 2009 – 2011 Keystone Travel Trailers and Fifth Wheels. 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 some IOTA ITS-50R transfer switches are experiencing heat related failures when exposed to the elevated electrical loads associated with RV use in higher ambient temperatures. The failure is causing connections and wiring in the transfer switch to degrade and heat leading to elevated case temperatures and an increased risk of electrical damage to other appliances from loss of neutral in a 240V circuit. **Continued use of the vehicle without replacing the transfer switch increases the risk of a fire, personal injury, and property damage.**

***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 IOTA ITS-50R transfer switch with a different brand transfer switch supplied by Keystone. The remedy for this recall supersedes recall NHTSA 10V-594 or Keystone 10-153 except in cases which already had the IOTA Transfer switch replaced with a different brand. Those vehicles need no further action. The service and parts required for this corrective action will be provided at no charge to you.

*What we need  
you to do*

**Please do not ignore this notice!** As soon as possible, please make an appointment to have your RV serviced by your dealership. **Important – This remedy must be performed before continued use. Failure to have the recall remedy completed may result fire, personal injury, and property damage. Damage caused by failure to have the recall remedy completed will be the responsibility of the owner.** The labor time to perform this correction is approximately one hour. 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>.)

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)

