



RECREATIONAL VEHICLE SAFETY RECALL NOTICE

April 8, 2016

Safety Recall: 13V-155
Safety Advisory: 13-193

IMPORTANT SAFETY RECALL SECOND NOTICE

«NAME2»
«ADDRESS2»
«CITY2», «ST2» «ZIP_2»

This notice applies to your vehicle: «VIN»
Please verify the VIN on this letter is correct for your unit. Previous letter displayed incorrect VIN.

Dear «NAME2»:

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 2013 - 2014 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 Dometic 9100 Power Awnings and Weather Pro awnings manufactured between February 13, 2013 [306XXXXX serial #] through April 9, 2013 [314XXXXX serial #] and installed on certain Keystone vehicles may have a certain electric motor design that is subject to damage. If the motor is damaged, the awning may unfurl unexpectedly either in transit or while parked leading to an increased risk of vehicle crash, property damage and/or personal injury.

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 awning motor with one 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

Due to this potential condition, Keystone is requesting that you DO NOT TRANSPORT YOUR VEHICLE. Please contact your nearest Keystone dealer to arrange to have the awning motor replaced. Either a Keystone dealer or an authorized Dometic service facility will replace the awning motor where the vehicle is located.

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. Please contact Keystone Customer service 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. You may be eligible to receive reimbursement if you paid to have the defect resolved prior to receiving this correspondence. Keystone Customer Service is available toll-free at 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 regulations require 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
Director of Customer Service

cc: National Highway Traffic Safety Administration (NHTSA)



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