



**Keystone RV
Company**

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 14V-120

Safety Advisory: 14-202

April 8, 2016

IMPORTANT SAFETY RECALL SECOND NOTICE

«NAME»

«ADDRESS»

«CITYSTATEZIP»

This notice applies to your vehicle, «VIN»

Dear «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 2014 Keystone Travel Trailers and Fifth Wheels manufactured in Pendleton, OR. 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 that 3500 and 4400 pound capacity axles manufactured by AL-KO AXIS, Inc. in La Grande, Oregon between the dates of January 13, 2014 thru January 27, 2014 may not have sufficient lubrication applied to the inner wheel bearing. If the wheel bearing does not have sufficient lubrication, the wheel bearing and hub assembly will become hot and smoke will come from the overheated assembly. If the vehicle continues to be towed with an overheated bearing, it will lead to an increased risk of wheel separation from the vehicle, property damage and 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 inspect the axle hub to determine if the bearing has the correct lubrication and if not, determine if the bearing has been damaged and replace the bearing if necessary and apply the correct amount of lubrication. 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 two 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. 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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