



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 5, 2015

Mr. Garrett Carolus
Technical Manager
Keystone RV Company
P.O. Box 2000
Goshen, IN 46527

NVS-215MR
15V-102

Subject: Quad Entry Step Failure

Dear Mr. Carolus:

This letter serves to acknowledge Keystone RV Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

KEYSTONE/MONTANA/2013-2015
KEYSTONE/RAPTOR/2014-2015

Mfr's Report Date: February 27, 2015

NHTSA Campaign Number: 15V-102

Components:

EQUIPMENT:RECREATIONAL VEHICLE

Potential Number of Units Affected: 4,321

Problem Description:

Keystone RV Company (Keystone) is recalling certain model year 2013-2015 Montana vehicles manufactured November 1, 2012, to May 22, 2014, and 2014-2015 Raptor vehicles manufactured February 3, 2014, to January 15, 2015. In the affected vehicles, a rivet for the quad entry steps may shear and fail, causing the steps to give when being used.

Consequence:

If the rivet shears causing the quad step to fail, the step user may fall, increasing the risk of personal injury.

Remedy:

The remedy for this recall is still under development. The recall is expected to begin March 16, 2015. Owners may contact Keystone customer service at 1-866-425-4369. Keystone's number for this recall is 15-224.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please provide a remedy plan as soon as it has been determined.

Please be reminded of the following requirements:


You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at 202-366-1060, or by email at michelle.rice@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being the most prominent.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement