



**Keystone RV
Company**

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 15V-102
Safety Advisory: 15-224
April 15, 2016

IMPORTANT SAFETY RECALL THIRD 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.

! Our records indicate YOUR UNIT HAS NOT BEEN REMEDIED. Please *DO NOT* ignore this notice! !

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2013-2015 Keystone Montana, 2014-2015 Keystone Raptor and 2015 Dutchmen Voltage 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 certain rivets marked as #96 or #55 which connect the 2nd & 3rd step at the hinge point and the inboard rivets marked as #08 which connect the top step tread to the upper hinge bracket on the quad step may shear or pull out during use causing the step assembly to separate. If the rivet shears and causes a person to fall it will lead to an increased risk of 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 inspect the step and replace the above identified rivets with fasteners provided 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 1 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.

! BE ADVISED-Damage caused by failure to have the recall remedy completed will be the responsibility of the owner. !

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)

