



**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

Safety Recall: 15V-409  
Safety Advisory: 15-232  
October 7, 2016

**IMPORTANT SAFETY RECALL FOURTH NOTICE**

«NAME»  
«ADDRESS»  
«CITY1», «ST» «ZIPComb»



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 2014 375FLF Mountaineer 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 the vehicles identified in this recall population may have been manufactured with a rear window that is intended as the secondary emergency exit and may be blocked by the rear ladder. If an emergency situation arises and the occupants of the vehicle attempt to use the rear window as an emergency exit point they will not be able to exit resulting in 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 replace the window if the egress is blocked by the ladder. 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, if the window is blocked by the ladder, 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 the window is not blocked by the ladder, please email [ownerrelations@keystonerv.com](mailto:ownerrelations@keystonerv.com) or call **1-866-425-4369**. You will need to provide the following information:

- VIN
- Name, address and phone number
- A photo showing the window is not blocked by the ladder.

***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  
Vice President Service Operations  
cc: National Highway Traffic Safety Administration (NHTSA)

