



**Keystone RV
Company**

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 15V-409

Safety Advisory: 15-232

October 5, 2015

IMPORTANT SAFETY RECALL SECOND NOTICE

«OWNER_NAME»

«ADDRESS»

«CITY», «ST» «ZIP_»



This notice applies to your vehicle: «VIN»

Dear «OWNER_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 Montana and 2014 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 incorrectly identified/labeled with an emergency exit sticker as the rear window is not intended to be a secondary emergency exit. 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 as the rear ladder blocks the emergency egress point resulting in an increased risk of personal injury. Your vehicle is, however, equipped with a secondary emergency egress window. Please locate all egress points, including the appropriate secondary emergency egress point, for all occupants and users of your vehicle.

***What we
will do***

The remedy is to remove the emergency exit sticker if the emergency egress window is blocked by the ladder. Some vehicles have a non-egress, center egress, or off door side egress window and will require inspection only. If you need assistance in inspecting the window or removing the exit sticker please contact a Keystone dealer and the remedy will be performed at no charge.

***What we
need you to
do***

As soon as possible, please e-mail ownerrelations@keystonerv.com or call 1-866-425-4369. We will need the following information:

- VIN
- Name, address and phone number
- A photo showing the sticker is removed on the affected window or showing the emergency egress window is not blocked by the ladder.

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

Sales & Service Manager

cc: National Highway Traffic Safety Administration (NHTSA)

