



Greetings!

The Keystone RV Management Team needs your assistance please.

When it comes to this recall, what prevents you from having it completed?

Specific information about this recall is noted on the right.

This is not an inquiry for sales or marketing purposes – this is a request for feedback only. Increasing the number of our RVs with completed recall repairs is my only concern with this correspondence.

What prevents you from having this recall completed?

Best regards,

KEYSTONE RV COMPANY

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RECREATIONAL VEHICLE SAFETY RECALL NOTICE

Safety Recall: 16V-825

Safety Advisory: 16-267

IMPORTANT SAFETY RECALL

Follow-Up Notification

This notice applies to your vehicle:

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 2015 Keystone Cougar Fifth Wheels and 2015-2016 Keystone Carbon, Fuzion, Impact, Raptor, and Dutchmen Voltage Toy Hauler 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.

It has been decided the vehicles in this recall population may have been manufactured with a Christianson Industries ladder that folds up against the unit. The mounting bracket on the ladder could separate from the hinge due to an incorrect weld. There are six hinges on each ladder; the likelihood of all six hinges failing at the same time is remote. If all of the six mounting brackets separate from the hinge, the ladder may pull loose from the vehicle while an individual is utilizing the ladder, leading to an increased risk of personal injury.

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to install a hinge brace over the back of existing hinges. The service and parts required for this corrective action will be provided at no charge to you.

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.

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.
