



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

1200 New Jersey Avenue SE  
Washington, DC 20590

May 10, 2017

Mr. Garrett Carolus  
Keystone RV Company  
17400 Hackberry Drive  
Goshen, IN 46526

NEF-150MR  
17V-281

**Subject:** Rear Upper Bunk may be Insufficiently Supported

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:**  
CROSSROADS/VOLANTE/2017

**Mfr's Report Date:** April 27, 2017

**NHTSA Campaign Number:** 17V-281

**Components:**  
EQUIPMENT:RECREATIONAL VEHICLE

**Potential Number of Units Affected:** 29

**Problem Description:**

Keystone RV Company (Keystone) is recalling certain 2017 CrossRoads Volante trailers, model 310BH. The rear upper bunk may not be properly supported.

**Consequence:**

Without the proper supports, the bunk may fall when it is occupied, increasing the risk of injury.

**Remedy:**

Keystone will notify owners, and dealers will add screws through the bunk supports into the wall studs, free of charge. The recall is expected to begin in May 2017. Owners may contact Keystone customer service at 1-866-425-4369. Keystone's number for this recall is 17-284.

**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](http://www.safercar.gov).

We have received Keystone's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

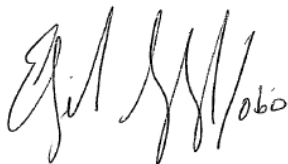
Please be reminded of the following requirements:

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).

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](mailto:michelle.rice@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian" with a date "1/10/10" written at the end.

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