



**Keystone RV  
Company**

**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

Safety Recall: 17V-626

Safety Advisory: 17-302

**IMPORTANT SAFETY RECALL – 3<sup>rd</sup> NOTICE**

SAMPLE A. SAMPLE  
SAMPLE COMPANY  
123 ANY STREET  
ANYTOWN US 12345-6789

This notice applies to your vehicle: 9999999999

Dear SAMPLE A. SAMPLE:

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 2018 Crossroads Cruiser Fifth Wheels and Volante Travel Trailers and 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 that the vehicles in the recall population were manufactured with Propane detectors instead of a Propane/CO combo detector. Without a properly operated and functioning combined Propane/CO detector, you may not be alerted to the release of carbon monoxide in your trailer from any source of combustion. Exposure to carbon monoxide may cause headaches, dizziness, or nausea. Excessive exposure may cause serious personal injury, unconsciousness, or death.

***What we  
will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to install a CO detector. 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 a 1/2 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. **After the CO detector is installed, please test it immediately to make certain it is functioning properly. Please also follow the instructions for the proper monitoring and testing of the detector as described in the owner’s manual and in the RV. To reduce the risk of carbon monoxide poisoning, test the alarm’s operation after the RV has been in storage, before each trip and at least once per week during use.**

***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)

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