



**Keystone RV
Company**

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: US: 17V-281
CAN: 2017-230

Safety Advisory: 17-284
May 1, 2017

SAFETY ADVISORY 17-284

«User_Name», «Title»
«Name», «Dealer_»
«EMAIL»

Dear «User_Name»,

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2017 CrossRoads Volante Travel Trailers. As a result, Keystone RV is conducting a safety recall.

Reason for this recall

It has been determined some 2017 Volante 310BH models were built with improper support for the rear upper bunk. Additional fasteners must be added to the wall studs to support the bunk. If the bunk supports are not properly installed, the bunk may drop while an individual is using the bunk. If this condition exists it will lead to an increased risk of personal injury and property damage. The vehicles included in the recall are:

2017 CrossRoads Volante, Model 310BH Serial Number Range: H6360272 – H6360346

Our records indicate unit(s) sold or in your present lot inventory fall within this range, which will require immediate preventative action. **Important:** If some of the units are still in your inventory, Federal Law requires you to complete the recall service on those units before retail delivery. The unit VIN(s) our records indicate are presently in your inventory or have been sold are as follows:

«VIN1» «VIN2» «VIN3» «VIN4»

-- Serial numbers with '*' have been retail sold --

Claims for the units which have been serviced must be submitted. Claims submitted will be used by Keystone to record recall service completions and provide dealer payments. Please log-in to Key Express for a copy of the Safety Advisory #17-284, which details how to remedy the situation and the proper reimbursement procedures.

We apologize for any inconvenience this situation may cause and greatly appreciate your cooperation. Should you have any questions or concerns regarding this correspondence or the enclosed Safety Advisory, please feel free to contact us.

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Vice President Service Operations

cc. National Highway Traffic Safety Administration (NHTSA)
cc. Transport Canada

**PO Box 2000 – Goshen, IN 46527-2000
Phone: (574) 535-2100 – Fax: (574) 535-2199
www.keystonerv.com**