



**Keystone RV  
Company™**

**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

Safety Recall: 17V-673  
Transport Canada: 2017-539  
Safety Advisory: 17-306  
December 5, 2017

**Recall Population**

2017 – 2018 Cougar Western Edition Fifth Wheels and Travel Trailers  
Serial Number Ranges:  
2017 HC504421 – HC509056  
2018 JC500147 – JC502981

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in the vehicles listed above. 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 this recall population may have manual stabilizer jacks attached to the chassis frame that were not properly installed. If the manual stabilizer jacks separate from the vehicle during transit, there is an increased risk of personal injury and property damage.

***What we  
will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to inspect the mounting of the four stabilizer jacks mounted to the chassis frame and use appropriate fasteners to secure all stabilizer jacks. 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 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.

***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>.)



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