



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 31, 2018

Mr. Garrett Carolus
Keystone RV Company
P.O. Box 2000
Goshen, IN 46527

NEF-150MR
18V-303

Subject: Rear Safety Exit Window Blocked by Ladder

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/REDWOOD/2016-2017

Mfr's Report Date: May 10, 2018

NHTSA Campaign Number: 18V-303

Components:

EQUIPMENT:OTHER:LABELS

STRUCTURE:BODY:DOOR/WINDOW:EMERGENCY EXIT

Potential Number of Units Affected: 156

Problem Description:

Keystone RV Company (Keystone) is recalling certain 2016-2017 Crossroads Redwood travel trailers. The ladder on the back of the vehicle may be blocking the secondary emergency exit window.

Consequence:

If there is a ladder blocking a window that is labeled as being an emergency exit, there is an increased risk of injury.

Remedy:

Keystone has notified owners instructing them to remove the emergency exit sticker from that window if it is blocked by a ladder, free of charge. The recall began on May 23, 2018. Owners may contact Keystone customer service at 1-866-425-4369. Keystone's number for this recall is 18-319.

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.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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 or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



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