



**Keystone RV  
Company™**

**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

Safety Recall: 18V-303  
Safety Advisory: 18-319  
Transport Canada: 2018-258  
May 22, 2018

**Recall Population**

2016-2017 Redwood Models 36RL, 38RL  
Serial Number Ranges:  
GR005746 - GR006435  
HR006999 - HR006530

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 the recall population may have been manufactured with a rear window that is identified with an exit sticker and the rear window is intended as the secondary emergency exit and may be blocked by the rear ladder. If an emergency situation arises and the occupants of the vehicle attempt to use the rear window as an emergency exit point they will not be able to exit as the rear ladder blocks the emergency egress point resulting in an increased risk of personal injury.

***What we  
will do***

The remedy is to remove the emergency exit sticker if the emergency egress window is blocked by the ladder. If you need assistance in inspecting the window or removing the exit sticker please contact a Keystone dealer and the remedy will be performed at no charge.

***What we  
need you to  
do***

As soon as possible, please e-mail [ownerrelations@keystonerv.com](mailto:ownerrelations@keystonerv.com) or call 1-866-425-4369. We will need the following information:

- VIN
- Name, address and phone number
- A photo showing the sticker is removed on the affected window or showing the emergency egress window is not blocked by the ladder.

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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