



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

1200 New Jersey Avenue SE
Washington, DC 20590

September 23, 2019

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

NEF-150KL
19V-650

Subject: Emergency Exit not Marked

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:

KEYSTONE/COUGAR/2020

Mfr's Report Date: September 11, 2019

NHTSA Campaign Number: 19V-650

Components:

EQUIPMENT:OTHER:LABELS

STRUCTURE:BODY:DOOR/WINDOW:EMERGENCY EXIT

Potential Number of Units Affected: 18

Problem Description:

Keystone RV Company (Keystone) is recalling certain 2020 Cougar 30RKD trailers. The 60"x29" emergency exit windows over the dinette table in the cabin are missing a red handle and "EXIT" label.

Consequence:

If an emergency event occurs, trailer occupants may not be aware of the emergency exit function of the window, increasing the risk of an injury.

Remedy:

Keystone will notify owners, and dealers will replace the existing black exit handles with red handles and add an "EXIT" label, free of charge. The recall is expected to begin November 5, 2019. Owners may contact Keystone customer service at 1-866-425-4369. Keystone's number for this recall is 19-360.

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.

We have received Keystone's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), 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 Kristin Lepper who may be reached by phone at 202-366-5227, or by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement