



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 19V-611
Safety Advisory: 19-359
September 3, 2019

IMPORTANT SAFETY RECALL

«OWNER_NAME»
«STREET»
«CITY», «State» «Zip»

This notice applies to your vehicle: «VIN»

Dear «OWNER_NAME»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2019-2020 Keystone Hideout Travel Trailers. 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 are missing the Special Transportation Provision warning label (AD-96) in the garage area as outlined in 6.4.6.9 of the 2018 NFPA 1192 code book. Vehicles and equipment powered by internal combustion engines and placed in recreational vehicles can cause carbon monoxide poisoning or asphyxiation, which could result in death or serious injury. The flammable liquids used to power these items can cause a fire or explosion, which can result in death or serious injury.

***What we
will do***

We have enclosed the label to remedy the situation. The remedy is to to affix the label in the garage area. If you require assistance installing the label, please make an appointment with your dealer and bring the unit to the dealership and they will install the label at no cost to you.

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

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>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Vice President Service Operations
cc: National Highway Traffic Safety Administration (NHTSA)

