



**Keystone RV
Company™**

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: Not assigned
Safety Advisory: 19-338
Transport Canada: 2019-014
January 15, 2019

Recall Population

2017-2019 Dutchmen Voltage, Models 3561, 3655

Serial Number Ranges:

2017: HZ990884 - HZ991255

2018: JZ990000 - JZ991051

2019: KZ990047 - KZ990440

2019 Dutchmen Endurance, Model 3506

Serial Number Range:

KZ996051 - KZ996131

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 have been manufactured with tires that may come into contact with the rear floor support. The tires and floor support touching during travel may lead to an increased risk of property damage and poor vehicle handling.

***What we
will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to cut a notch in the affected floor support allowing a minimum of 3 inches of clearance between the tire and the floor support. 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 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>.)

**PO Box 2000 – Goshen, IN 46527-2000
Phone: (574) 535-2100 – Fax: (574) 535-2199
www.keystonerv.com**

