

IMPORTANT SAFETY RECALL – 2nd Notice

«POLKNAME» «POLKADDRESS» «POLKCITY», «POLKST» «ZIPplus4»



This notice applies to your vehicle: «VIN»

Dear «POLKNAME»:

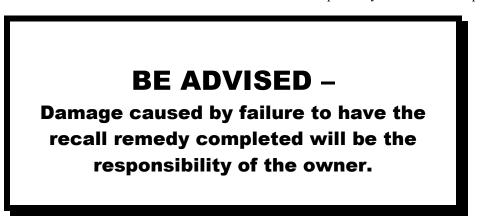
This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.



Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2021 Passport 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
What we will do
It has been decided that the vehicles in the recall population have a spare tire mounted on the rear of the unit that impedes the view of the left taillight. Under certain conditions during travel, the left taillight may not be visible and may lead to an increased risk of vehicle crash.
What we will do

PO Box 2000 – Goshen, IN 46527-2000 Phone: (574) 535-2100 – Fax: (574) 535-2199 www.keystonerv.com What we need you to do Customers can remove the spare tire from the carrier until the remedy can be completed. 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.nhtsa.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

cc: National Highway Traffic Safety Administration (NHTSA)

