



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

1200 New Jersey Avenue SE  
Washington, DC 20590

March 22, 2023

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

NEF-107KL  
23V-169

**Subject:** Emergency Exit Window Not Installed

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/2022-2023

**Mfr's Report Date:** March 16, 2023

**NHTSA Campaign Number:** 23V-169

**Components:**

STRUCTURE:EMERGENCY:ESCAPE/EGRESS/EXIT

**Potential Number of Units Affected:** 276

**Problem Description:**

Keystone RV Company (Keystone) is recalling certain 2022-2023 Cougar travel trailers. These vehicles may have been manufactured without an emergency exit window.

**Consequence:**

Without an emergency exit window, there would not be a second way for occupants to exit the vehicle during an emergency, increasing the risk of injury.

**Remedy:**

Dealers will inspect, and replace the window if necessary, free of charge. Owner notification letters are expected to be mailed May 2, 2023. Owners may contact Keystone customer service at 1-866-425-4369. Keystone's number for this recall is 23-440.

**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.nhtsa.gov](http://www.nhtsa.gov).

We have received Keystone's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.



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 eight 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.

Keystone RV Company's contact for this recall will be Kristin Lepper who may be reached by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement