

Keystone RV Company

3/24/23

SAFETY ADVISORY # 23-440

Cougar 33RLI Egress Window

Keystone is conducting a voluntary RECALL notification campaign in accordance with the National Highway Transportation and Safety Act. It has been decided that the vehicles in the recall population may not have an egress window installed in the main living area. If an emergency situation arises the occupants of the vehicle would not have a secondary emergency exit other than the entrance door, which could result in an increased risk of personal injury.

Models Included: 2022 – 2023 Cougar Travel Trailers: 33RLI

Serial Number Ranges: 2022 NV500001 - NV509659

2023 PV500746 - PV504152

Parts Required: 1 – KRV # 437572 - Window - 72" x 35" - PS/TBAR - Gray 20 - Temp - Black - 20" Red (Exit) - 8800-44036 (*This part may be ordered in bulk without a VIN*)

20' – KRV # 299894- Seal - .500" x .312" - EPDM - Ribbed - w/Tape H3 - Black - 1000'/Bx (*This part may be ordered in bulk without a VIN*)

Tools Required: - Screw gun

This Safety Advisory requires a Pre-Authorization & Photograph

Note – Check serial number on Key Express to verify the campaign is open. Some vehicles were repaired before they left Keystone.

When performing warranty or recall service, please make certain that appropriate Personal Protective Equipment (PPE) is used.

The remedy is to verify that an emergency exit window is installed. If not take a picture of the incorrect window and replace it with KRV # 437572 - Window - 72" x 35" - PS/TBAR - Gray 20 - Temp - Black - 20" Red (Exit) - 8800-44036.

REPAIR INSTRUCTIONS

Step 1

Locate the trailer on a level, flat, hard surface. Chock the wheels.

Step 2

Inspect the rear window to verify that it is an emergency exit window. If it is, proceed to Warranty Reimbursement. If it is not an emergency exit window, proceed to Step 3.

Step 3

Take a picture of the incorrect window and replace it with KRV # 437572 - Window - 72" x 35" - PS/TBAR - Gray 20 - Temp - Black - 20" Red (Exit) - 8800-44036. Use 20' – KRV # 299894- Seal - .500" x .312" - EPDM - Ribbed - w/Tape H3 - Black - 1000'/Bx to seal the window to the rear wall.

Step 4

Proceed to warranty reimbursement.

WARRANTY REIMBURSEMENT

INSPECTION ONLY

Submit the claim on Key Express using **Flat Rate Code # 7144042L**

In the Complaint section note: Safety Advisory # 23-440

In the Cause section note: Safety Advisory # 23-440

In the Correction section note: Window is an emergency exit window.

The amount of time authorized for inspection only is **0.3 hour**.

REPAIR

Submit a Pre-Authorization request then claim with pictures of the incorrect window on Key Express using **Flat Rate Code # 7144042B**

In the Complaint section note: Safety Advisory # 23-440

In the Cause section note: Safety Advisory # 23-440

In the Correction section note: Incorrect window installed, replaced with proper emergency escape window. Pictures attached.

The amount of time authorized for inspection and repair is **1.2 hour**.

PARTS DISPOSITION

No return parts required.

Please call Keystone RV Customer Service at **866-273-1454** if you have any questions.