



KEYSTONE
RV COMPANY

RECREATIONAL VEHICLE
SAFETY RECALL NOTICE

Safety Recall: 23V-169
Safety Advisory: 23-440
October 18, 2023

IMPORTANT SAFETY RECALL – 2nd Notice

«POLKNAME»
«POLKADDRESS»
«POLKCITY», «POLKST» «POLKZIPPLUS4»



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.

Our records indicate
YOUR UNIT HAS NOT BEEN
REMEDIED.
Please DO NOT ignore this notice!

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2022-2023 Cougar 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 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.

***What we
will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is inspect the window installed in the rear wall to determine if the emergency exit window is installed. If there is no emergency exit window, install the correct window 437572. The service and parts required for this corrective action will be provided at no charge to you.

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

Inspect the existing window installed in the rear wall to determine if an emergency exit window was installed. If there is an "EXIT" window installed please take a picture of the complete window and email it to recall@keystonerv.com with the last 8 digits of your vehicle identification number (VIN) in the subject line to close the recall. If you are not comfortable doing that or if there is no emergency exit window, contact your dealer and make an appointment to have one installed. 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.

**BE ADVISED –
Damage caused by failure to have the
recall remedy completed will be the
responsibility of the owner.**

***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)

