



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

1200 New Jersey Avenue SE  
Washington, DC 20590

February 25, 2025

Denny Holmes  
Director  
Keystone RV Company  
PO Box 2000  
2642 Hackberry Drive  
Goshen, IN 46527

NEF-107KL  
25V-110

**Subject:** Side Window Incorrectly Labeled as Emergency Exit

Dear Denny Holmes:

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/OUTBACK/2024-2025

**Mfr's Report Date:** February 21, 2025

**NHTSA Campaign Number:** 25V-110

**Components:**

EQUIPMENT:OTHER:LABELS  
STRUCTURE:EMERGENCY:ESCAPE/EGRESS/EXIT

**Potential Number of Units Affected:** 100

**Problem Description:**

Keystone RV Company (Keystone) is recalling certain 2024-2025 Outback 330RL travel trailers. The side window was incorrectly labeled as an emergency exit, which can delay passengers from exiting in the event of an emergency.

**Consequence:**

A mislabeled window that will not allow passengers to exit in an emergency increases the risk of injury.

**Remedy:**

Dealers will remove the emergency exit sticker from the side window, free of charge. Owner notification letters are expected to be mailed April 4, 2025. Owners may contact Keystone customer service at 866-425-4369. Keystone's number for this recall is 25-462.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 888-327-4236 (TTY 888-275-9171) or go to [nhtsa.gov](https://www.nhtsa.gov).

We have received your 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).

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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

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