



**Keystone RV
Company**

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 15V-610
Safety Advisory: 15-238
May 6, 2016

IMPORTANT SAFETY RECALL SECOND NOTICE

«NAME»
«ADDRESS»
«CityStateZip»

This notice applies to your vehicle: «VIN»

Dear «NAME»:

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 2016 Retreat and Residence 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 the vehicles in this recall population may have been manufactured with an insufficient weld on the rear mounting plate that the detachable A frame is bolted to. If the A-frame plate breaks loose from the frame and the vehicle is in motion, it could result in poor vehicle handling leading to an increased risk of property damage and/or vehicle crash.

***What we
will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to inspect the welds on the mounting plate and repair if necessary. The service and parts required for this corrective action will be provided at no charge to you.

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

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.safercar.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

Rick Deisler
Director of Customer Service
cc: National Highway Traffic Safety Administration (NHTSA)



**PO Box 2000 – Goshen, IN 46527-2000
Phone: (866) 425-4369 – Fax: (866) 273-1451
www.keystonerv.com**



**Keystone RV
Company**

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 15V-610
Safety Advisory: 15-238
October 22, 2015

IMPORTANT SAFETY RECALL

«Owner_name»
«Street»
«City», «State» «Zip»

This notice applies to your vehicle: «VIN»

Dear «Owner_name»:

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 2016 Retreat and Residence 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 the vehicles in this recall population may have been manufactured with an insufficient weld on the rear mounting plate that the detachable A frame is bolted to. If the A-frame plate breaks loose from the frame and the vehicle is in motion, it could result in poor vehicle handling leading to an increased risk of property damage and/or vehicle crash.

What we will do Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to inspect the welds on the mounting plate and repair if necessary. The service and parts required for this corrective action will be provided at no charge to you.

What we need you to do 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. 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, please contact Keystone Customer Service by calling 1-866-425-4369.

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Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Sales & Service Manager
cc: National Highway Traffic Safety Administration (NHTSA)

