



RECREATIONAL VEHICLE SAFETY RECALL THIRD NOTICE

April 1, 2016

Safety Recall: 12V-355
Safety Advisory: 12-178

SAFETY RECALL THIRD NOTICE

«NAME»
«ADDRESS»
«CITYSTATEZIP»

VIN: «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 2010 - 2012 Cougar Models 26SAB & 29RES Fifth Wheels. 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 Keystone RV Company has experienced a limited number failures with its bumpers in the models listed above. The bumper carries the spare tire assembly and in some cases the bumper has experienced metal fatigue at the point it is attached to the frame causing the bumper and spare tire to partially or wholly separate from the vehicle. If the bumper fails and separates from the vehicle, there is an increased risk of personal injury and property damage.

What we will do

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to install a reinforcement kit supplied by Keystone at the bumper attachment point. 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 one 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)

