



0985 N 900 W • Shipshewana, IN 46565  
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Phone: 260.768.4016 • Fax: 260.768.4017

**Recreational Vehicle Safety Recall Notice**

Safety Recall: 17V-785

Safety Advisory: December 20, 2017

**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: «VIN»

«Owner\_name»

«Street»

«City», «State» «Zip»

Dear «Owner\_name»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. KZ-RV has decided that a defect which relates to motor vehicle safety exists in certain 2012 thru 2015 Model Year KZ-RV vehicles. As a result, KZ-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***

The vehicles subject to this recall were built with defective entry steps. The entry steps contain rivets that can loosen or fail with use. If one or more of these rivets fail during use, there is a risk of a fall that could result in personal injury.

***What we will do***

The remedy is to replace the defective rivets in the step with shoulder bolts. This defect will be corrected at no expense to you, the owner. The repair should take approximately 30 minutes to complete.

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

You should contact your selling dealer immediately to schedule a service appointment to have the defect repaired in your vehicle. If you have questions concerning this recall or if you need any assistance, please contact the **KZ-RV Warranty/Service Department** by mail at KZRV, LP, 0985 N 900 W, Shipshewana, IN 46565, or by phone at (800)768-4016 ext. 154 or 153.

If you had appropriate repairs completed prior to receipt of this recall notice, and if you incurred any direct cost in connection with obtaining such repair, you may be eligible to receive reimbursement from KZ-RV by contacting the **KZ-RV Warranty/Service Department**.

If after contacting KZ-RV 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.

We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

Thank you for your attention and cooperation in this matter.

Sincerely,  
**KZRV, LP**

Mark Owens  
General Manager of KZ-RV Customer Support Group  
cc: National Highway Traffic Safety Administration (NHTSA)

