



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: US: 19V-650

CAN: N/A

Safety Advisory: 19-360

October 9, 2019

SAFETY ADVISORY 19-360

«Dealer_name»
ATTN: Service Manager
«Street»
«Street_2»
«City», «State» «Zip»
«Country»

Dear «Dealer_name»,

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2020 Keystone Cougar Travel Trailers. As a result, Keystone RV is conducting a safety recall.

***Reason for
this recall***

It has been decided that the vehicles in the recall population did not have the proper handle or “EXIT” label installed in the main living area on the window over the dinette table indicating it as an egress window. If an emergency situation arises the occupants of the vehicle may not know to use the window as an emergency exit point resulting in an increased risk of personal injury. The remedy is to remove the existing black handle, replace it with a red handle, and add an “EXIT” label to the window. The vehicles included in the recall are:

2020 Cougar Travel Trailers, Model 30RKD

Serial Number Range: LV503229 - LV503633

Our records indicate unit(s) sold or in your present lot inventory fall within this range, which will require immediate preventative action. **Important:** If some of the units are still in your inventory, Federal Law requires you to complete the recall service on those units before retail delivery. The unit VIN(s) our records indicate are presently in your inventory or have been sold are as follows:

«VIN1»

-- Serial numbers with ‘*’ have been retail sold --

Claims for the units which have been serviced must be submitted. Claims submitted will be used by Keystone to record recall service completions and provide dealer payments. Enclosed is a copy of the Safety Advisory #19-360, which details how to remedy the situation and the proper reimbursement procedures.

We apologize for any inconvenience this situation may cause and greatly appreciate your cooperation. Should you have any questions or concerns regarding this correspondence or the enclosed Safety Advisory, please feel free to contact us.

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Vice President Service Operations

cc. National Highway Traffic Safety Administration (NHTSA)
cc. Transport Canada