

Keystone RV Company

10/8/19

SAFETY ADVISORY # 19-360

Cougar 30RKD Egress Window

Keystone is conducting a voluntary RECALL notification campaign in accordance with the National Highway Transportation and Safety Act. 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.

Models Included: 2020 Cougar Travel Trailers: 30RKD

Serial Number Range: LV503229 - LV503633

Parts Required: 1 – KRV # 620049- Window - Latch Assy - Spring - Red - RM27881-XX (*This part may be ordered in bulk without a VIN*)

1 – KRV # 190096 - Label - Exit - White (*This part may be ordered in bulk without a VIN*)

Tools Required: - Screw gun

Note – Check serial number on Key Express to verify the campaign is open. Some vehicles were repaired before they left Keystone.

When performing warranty or recall service, please make certain that appropriate Personal Protective Equipment (PPE) is used.

The remedy is to locate the slider window over the dinette table, replace the black release handle with KRV # 620049- Window - Latch Assy - Spring - Red - RM27881-XX, and add the Exit label KRV # 190096 - Label - Exit – White.

REPAIR INSTRUCTIONS

Step 1

Locate the trailer on a level, flat, hard surface. Chock the wheels.

Step 2

Locate the 60"x29" slider window over the dinette table. Remove the existing black handle and replace it with KRV # 620049- Window - Latch Assy - Spring - Red - RM27881-XX.

Step 3

Add KRV # 190096 - Label - Exit – White on the window close to the red release handle.

Step 4

Proceed to Warranty Reimbursement.

WARRANTY REIMBURSEMENT

REPAIR

Submit the claim on Key Express using **Flat Rate Code # 7136042K**

In the Complaint section note: Safety Advisory # 19-360

In the Cause section note: Safety Advisory # 19-360

In the Correction section note: Removed black release handle on window over dinette and installed red release handle. Installed Exit label.

The amount of time authorized for this repair is **0.5 hour**.

PARTS DISPOSITION

No return parts.

Please call Keystone RV Customer Service at **866-273-1454** if you have any questions.