

Cougar Recall



[Click Here for Safety Advisory](#)

SAFETY ADVISORY 19-360**Safety Recall:**

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US: 19V-650

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CAN: NA

Dear

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

VINs in Your Inventory

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.

Please log-in to Key Express for your list of VINs on campaign # 19-360.

Advisory Instructions

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. Please [click here for 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 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

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