



**Keystone RV
Company™**

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 19V-650

Safety Advisory: 19-360

October 9, 2019

Recall Population

2020 Cougar

Model: 30RKD

Serial Number Range:

LV503229 - LV503633

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in the vehicles listed above. 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 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.

***What we
will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to remove the existing black handle, replace it with a red handle, and add an "EXIT" label to the window. 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 1 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>.)



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