

Keystone RV Company

3/10/20

SAFETY ADVISORY # 20-373

Bullet 34RI 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 an egress window installed in the main living area. If an emergency situation arises the occupants of the vehicle would not have a secondary emergency exit other than the entrance door, which could result in an increased risk of personal injury.

Models Included: 2020 Bullet Travel Trailers: Model 34RI

Serial Number Range: LD433231 - LD434352

Parts Required: 1 – KRV # 656875 - Window - 60" x 29" - SV/SE - Grey 20 - Temp - Black Frame - #2000 (*This part may be ordered in bulk without a VIN*)

16 feet – KRV# 299894 - Seal - .500" x .312" - EPDM - Ribbed - w/Tape H3 – Black (*This part may be ordered in bulk without a VIN*)

Tools Required: - Screw gun - Square screw bit

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 remove the existing rear crank out window and replace it with KRV # 656875 - Window - 60" x 29" - SV/SE - Grey 20 - Temp - Black Frame - #2000.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

Locate the crank out window on the rear of the unit.

Step 3

Replace the rear crank out window with KRV # 656875 - Window - 60" x 29" - SV/SE - Grey 20 - Temp - Black Frame - #2000, using industry standards.

Step 4

Proceed to warranty reimbursement.

WARRANTY REIMBURSEMENT

REPAIR

Submit the claim on Key Express using **Flat Rate Code # 7137342B**

In the Complaint section note: Safety Advisory # 20-373

In the Cause section note: No egress window installed in rear living area

In the Correction section note: Replaced existing crank out window with egress window.

The amount of time authorized for this repair is **1.5 hours**.

PARTS DISPOSITION

No return parts.

Please call Keystone RV Customer Service at **(866) 273-1456** if you have any questions.