



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 20V-311
Safety Advisory: 20-378
June 16, 2020

IMPORTANT SAFETY RECALL

«Owner_name»
«Street»
«Street_2»
«City», «State» «Zip»

This notice applies to your vehicle: «VIN»

Dear «Owner_name»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2020 Springdale Travel Trailers. 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 fail to conform to the requirements of Part 567, "Certification." The vehicles subject to this recall may have been manufactured with the incorrect information on the Federal Identification Tag. The tag indicates the load range in the tire size is ST255/75R15E @ 80 psi. The correct load range is LRD, tire size is ST255/75R15D @ 65 psi. This does not affect the GVWR just the tire data. An incorrect label may lead to unintentionally overinflating or overloading the tires, increasing the risk of a crash.

***What we
will do***

We have enclosed the corrected tags to remedy the situation.

***What we
need you to
do***

At your earliest convenience, apply the new Federal Identification Tag over top of the existing label. (The tag is located on the driver side front, and entry door frame.) Installation will take approximately ½ hour. If you require assistance installing the label, please make an appointment with your dealer and bring the unit to the dealership and they will install the label at no cost to you.

***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>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Vice President Service Operations
cc: National Highway Traffic Safety Administration (NHTSA)

