



RECREATIONAL VEHICLE SAFETY RECALL NOTICE

«Retail»
«Retail_Address_1»
«Retail_Address_2»
«Retail_Address_3»
«Retail_Address_4»

Safety Recall:
Service Advisory: 07-083

VIN: «VIN»

Dear «Retail»:

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 year 2007 Sprinter fifth-wheels, 2007 Mountaineer travel trailers and fifth-wheels, 2007 Big Sky fifth-wheels, 2007 Montana fifth-wheels, 2007 Everest fifth-wheels, and 2007 Challenger fifth-wheels. 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

The vehicles subject to this recall campaign were manufactured with 16” steel wheels that may leak at the valve stem during inflation or when checking the air pressure due to improper seating of the valve stem. Indication of the defect occurs when applying sideways pressure to the valve stem (such as checking the tire pressure); air will leak through the valve hole in the rim. Continuing to pull a vehicle with improperly inflated tires will result in poor vehicle handling and increased risk of property damage and a vehicle crash if the tire fails as a result of under inflation. *Note: Aluminum wheels are not affected by this recall.*

What we will do

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to replace the snap-in valve stem with a bolt-in valve stem on the steel wheels. The bolt-in stem produces a seal that meets the PSI rating and functions to effectively seal the valve stem in the hole. The service and parts required for this corrective action will be provided at no charge to you.

What we need you to do

At your earliest convenience, please make an appointment to have your RV serviced by your dealership. The labor time to perform this correction is approximately 2 hours. 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. 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, please contact Keystone Customer Service by calling 1-866-425-4369.

If after contacting your dealer and 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>.)

Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Sales & Service Manager

cc: National Highway Traffic Safety Administration (NHTSA)

