



RECREATIONAL VEHICLE SAFETY RECALL NOTICE

Original Notification Date February 24, 2012
NHTSA # 11V-577
Transport Canada # 2011-433
Keystone # 11-170

Recall Population

2010 - 2011 Alpine Fifth Wheels w/ Generator Ready Option	Production Dates: 12/8/2009 – 9/29/2010
2010 - 2011 Avalanche Fifth Wheels w/ Generator Ready Option	Production Dates: 2/10/2010 – 9/28/2010
2009 - 2010 Challenger Fifth Wheels w/ Generator Ready Option	Production Dates: 8/6/2008 – 4/13/2009
2009 - 2010 Everest Fifth Wheels w/ Generator Ready Option	Production Dates: 8/6/2008 – 9/8/2009
2009 - 2011 Fuzion Fifth Wheels and Travel Trailers	Production Dates: 8/18/2008 – 7/30/2010
2009 - 2011 Montana Fifth Wheels w/ Generator Ready Option	Production Dates: 8/4/2008 – 6/30/2010
2009 - 2011 Big Sky Fifth Wheels w/ Generator Ready Option	Production Dates: 8/4/2008 – 6/16/2010
2010 - 2011 Mountaineer Fifth Wheels w/ Generator Ready Option	Production Dates: 3/4/2009 – 6/25/2010
2010 - 2011 Montana High Country Fifth Wheels w/ Gen Ready Option	Production Dates: 3/29/2010 – 6/28/2010
2009 - 2011 Raptor Fifth Wheels	Production Dates: 8/11/2008 – 7/30/2010

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in the vehicles listed above and as a result 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 some IOTA ITS-50R transfer switches are experiencing heat related failures when exposed to the elevated electrical loads associated with RV use in higher ambient temperatures. The failure is causing connections and wiring in the transfer switch to degrade and heat leading to elevated case temperatures and an increased risk of electrical damage to other appliances from loss of neutral in a 240V circuit. **Continued use of the vehicle without replacing the transfer switch increases the risk of a fire, personal injury, and property damage.**

What we will do

Keystone has notified our dealers regarding this situation. **The remedy is to replace the IOTA ITS-50R transfer switch with a different brand transfer switch supplied by Keystone. The remedy for this recall supersedes recall NHTSA 10V-594 or Keystone 10-153** except in cases which already had the IOTA Transfer switch replaced with a different brand. Those vehicles need no further action. 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 one 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. 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 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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