



RECREATIONAL VEHICLE SAFETY RECALL NOTICE

Original Notification Date May 2, 2013
NHTSA # 13V-155
Transport Canada # 2013-129
Keystone # 13-193

Recall Population

Product Brand	2013 Serial Number Range	2014 Serial Number Range
Alpine	DE780684 - DE780892	EE780000 - EE780028
Avalanche	DE760621 - DE760699	EE760000 - EE760056
Bullet Indiana	DD423019 - DD423528	ED420000 - ED420238
Bullet Oregon	DX423176 - DX423478	EX420023 - EX420044
Cougar Indiana	D2507014 - D2507876	E2500000 - E2500451
Cougar X Lite	DV506831 - DV507862	EV500063 - EV500302
Cougar Oregon	DC506857 - DC507861	EC500026 - EC500335
Cougar High Country	DA510784 - DA510872	EA510000 - EA510047
Energy	DN830159 - DN830172	
Hideout Oregon	DN204005 - DN204763	EN200000 - EN200299
Laredo Travel Trailers	DV602572 - DV602946	EV600020 - EV600136
Laredo Fifth Wheels	DK602454 - DK602471	
Laredo Fifth Wheels	DE602562 - DE602988	EE600000 - EE600185
Montana	D4702025 - D4702416	E4700000 - E4700083
Mountaineer	D4730975 - D4731077	E4730000 - E4730061
Montana High Country	DA740761 - DA740844	EA740000 - EA740021
Outback	DB453553 - DB454053	EB450000 - EB450176
Passport Indiana	DT413911 - DT414417	ET410005 - ET410250
Passport Oregon	DX413962 - DX414286	EX410113 - EX410153
Raptor	DR801504 - DR801690	ER800000 - ER800068
Residence		E3160000 - E3160012
Springdale Indiana	D3103667 - D3104390	E3100143 - E3100177
Springdale Oregon	DG103886 - DG104264	EG100000 - EG100102
Summerland	D3151261 - D3151509	E3150000 - E3150099
Sydney	DB630327 - DB630369	EB630000 - EB630007

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 Dometic 9100 Power Awnings and Weather Pro awnings manufactured between February 13, 2013 [306XXXXX serial #] through April 9, 2013 [314XXXXX serial #] and installed on certain Keystone vehicles may have a certain electric motor design that is subject to damage. If the motor is damaged, the awning may unfurl unexpectedly either in transit or while parked leading to an increased risk of vehicle crash, property damage and/or 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 replace the awning motor with one supplied by Keystone. The service and parts required for this corrective action will be provided at no charge to you.

What we need you to do

Due to this potential condition, Keystone is requesting that you DO NOT TRANSPORT YOUR VEHICLE. Please contact your nearest Keystone dealer to arrange to have the awning motor replaced. Either a Keystone dealer or an authorized Dometic service facility will replace the awning motor where the vehicle is located.

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 the repairs are not completed 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>.)