



**Keystone RV  
Company**

**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

Safety Recall: 13V-338  
 Transport Canada: 2013-267  
 Safety Advisory: 13-196  
 August 13, 2013

**Recall Population**

2013 Bullet Travel Trailers  
 Serial Number Range: DD421845 – DD423216  
 2013 Passport Travel Trailers  
 Serial Number Range: DT412523 – DT414115

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 that Keystone RV Company has experienced a limited number failures with the mounting fasteners for the stabilizer jacks in the population listed above. The head of the fastener may snap off and cause the jack to become loose and separate from the vehicle in transit. If the fastener fails and the jack separates from the vehicle, there is an increased risk of personal injury and property damage.

***What we  
will do***

Keystone has notified our dealers regarding this situation. The remedy is to remove the existing mounting fasteners and replace them with fasteners 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***

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>.)

