



**Keystone RV
Company**

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 16V-600
Transport Canada: 2016-405
Safety Advisory: 16-261
September 14, 2016

Recall Population

2011 – 2017 Bullet Travel Trailers

2011 BD420838 - BD422481	2012 CD420000 - CX422616
2013 DD420000 - DX423478	2014 ED420000 - EX424684
2015 FA420453 - FD426374	2016 GD420000 - GX425769
2017 HD420278 - HX423187	

2011 – 2017 Passport Travel Trailers

2011 BT411947 - BX414346	2012 CT410000 - CX413640
2013 DT410000 - DX414294	2014 ET410005 - EX414512
2015 FT410000 - FX415425	2016 GT410000 - GX416577
2017 HT410035 - HX412845	

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in the vehicles listed above. 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 the vehicles in this recall population may have wiring at the air conditioner that was not installed according to the air conditioner manufacturer's instructions. If the thermostat wires short together, there is an increased risk of damage or fire to the unit.

***What we
will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to separate the wiring at the control box of the air conditioner. 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 ½ 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. 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>.)

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