



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 16V-825
 Transport Canada: 2016-558
 Safety Advisory: 16-267
 November 29, 2016

Recall Population:

2015-2016 Carbon Fifth Wheels Models: 297, 327, 347, 357, 377, 387	2015 Serial Number Range: FR805133 - FR805945 2016 Serial Number Range: GR805000 - GR805501
2015 Cougar Fifth Wheels Model: 338PAT	2015 Serial Number Range: F2501459 - F2508143
2015-2016 Fuzion Fifth Wheels Models: 325, 331, 342, 345, 371, 385, 390, 401, 403, 404, 413, 414, 416, 420, 422	2015 Serial Number Range: FF810102 - FF811258 2016 Serial Number Range: GF810000 - GF810586
2015-2016 Impact Fifth Wheels Models: 311, 341, 361, 386, 391	2015 Serial Number Range: FF815168 - FF815767 2016 Serial Number Range: GF815000 - GF815299
2015-2016 Raptor Fifth Wheels Models: 300MP, 332TS, 352TS, 355TS, 365LEV, 375TS, 384PK, 395LEV, 398TS, 405TS, 412TS, 415TS, 422SP, 424TS, 425TS	2015 Serial Number Range: FR800174 - FR801084 2016 Serial Number Range: GR800000 - GR800431
2015-2016 Voltage Fifth Wheels Models: 3005, 3200, 3305, 3451, 3600, 3605, 3800, 3805, 3818, 3895, 3905, 3914, 3950, 3970, 3990, 4000, 4105, 4150	2015 Serial Number Range: FZ990366 - FZ991497 2016 Serial Number Range: GZ990000 - GZ990676

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 been manufactured with a Christianson Industries ladder that folds up against the unit. The mounting bracket on the ladder could separate from the hinge due to an incorrect weld. There are six hinges on each ladder; the likelihood of all six hinges failing at the same time is remote. If all of the six mounting brackets separate from the hinge, the ladder may pull loose from the vehicle while an individual is utilizing the ladder, leading to an increased risk of 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 install a hinge brace over the back of existing hinges. 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 1 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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