



## **RECREATIONAL VEHICLE SAFETY RECALL NOTICE**

Original Notification Date    February 16, 2011  
NHTSA #                            11V-094  
Transport Canada #            2011-069  
Keystone #                        11-162

### **Recall Population**

2011 Cougar Travel Trailer VIN Range: 4YDT30B22BV505480 - 4YDT32S2XBV506601

2011 Laredo Travel Trailer VIN Range: 4YDT29121BV601917 - 4YDT29321BV602322

Production Dates: 11/2/2010 – 1/24/2011

Note - Only vehicles manufactured in Plant 31 included (indicated by the V in the serial number)

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; however the safety and continued satisfaction of our customers are of the utmost importance to us.

#### ***Reason for this recall***

It has been decided the axles are installed backwards causing a slight reduction in braking torque and shortened brake lining service life. Over time, diminished braking capacity leads to an increased risk of property damage and/or personal injury.

#### ***What we will do***

Keystone has notified our dealers regarding this situation. The remedy is to inspect the axles to verify the brake wires are on the off-door side. If they are not, the axles will be removed and reversed. The service and parts required for this corrective action will be provided at no charge.

#### ***What we need you to do***

At your earliest convenience, please make an appointment to have your RV serviced by your dealership. The labor time to perform this correction is approximately four hours. 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>.)