



RECREATIONAL VEHICLE SAFETY RECALL NOTICE

Original Notification Date October 17, 2011
NHTSA # 11V-513
Transport Canada # N/A
Keystone # 11-168

Recall Population

2012 Passport 3180RE Travel Trailers
Production Dates: 9/15/2011 – 9/28/2011
VIN Range: 4YDT31826CT411807 - 4YDT31822CT411920

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 the rear living room is missing an egress window. In the event an emergency evacuation is necessary, not having the egress window will increase the risk of personal injury.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to replace the window currently installed with an egress window 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>.)