



## **RECREATIONAL VEHICLE SAFETY RECALL NOTICE**

Original Notification Date    June 10, 2009  
NHTSA #                            09V-189  
Transport Canada #            N/A  
Keystone #                        09-120

### **Recall Population**

2008 Outback Loft Travel Trailers Model 27V Production Dates: 10/17/2007 – 2/27/2008  
VIN Range: 4YDT27V298B451659 - 4YDT27V238B452290

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***

The vehicles in the recall population may not have the Loft roof lift mechanism properly secured. If the Loft roof lift mechanism is not properly secured and/or used without the safety poles, an increased risk of personal injury and property damage exists.

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

Keystone has notified our dealers regarding this situation. The remedy is to secure the lift mechanism with different fasteners. 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 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>.)