



RECREATIONAL VEHICLE SAFETY RECALL NOTICE

Safety Recall: 09V-311
Service Advisory: 09-123

SAFETY RECALL NOTICE

Dear «Owner_name»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2010 Keystone Travel Trailers and Fifth Wheels. 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 that the glass in the door of certain MiChef brand model EM925RZT microwave ovens may not be properly adhered to the door. Only those vehicles with the MiChef microwave serial number range 1353901000001 to 1353901000756 are included in the recall. The microwave is installed in an overhead cabinet. If the glass falls out while a person is near the microwave, an increased risk of personal injury will result.

What we will do

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to verify the microwave serial number is included in the above serial number range and if so, replace the microwave. The service and parts required for this corrective action will be provided at no charge to you.

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>.)

Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Sales & Service Manager

cc: National Highway Traffic Safety Administration (NHTSA)

