



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 17V-626
Transport Canada: 2017-491
Safety Advisory: 17-302
October 17, 2017

Recall Population

2018 Cruiser Fifth Wheels
2018 Volante Travel Trailer and Fifth Wheels
Cruiser Serial Number Range: J6320297 - J6320352
Volante Serial Number Range: J6360424 - J6360691

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 that the vehicles in the recall population were manufactured with Propane detectors instead of a Propane/CO combo detector. Without a properly operated and functioning combined Propane/CO detector, you may not be alerted to the release of carbon monoxide in your trailer from any source of combustion. Exposure to carbon monoxide may cause headaches, dizziness, or nausea. Excessive exposure may cause serious personal injury, unconsciousness, or death.

***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 CO detector. 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 a 1/2 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. **After the CO detector is installed, please test it immediately to make certain it is functioning properly. Please also follow the instructions for the proper monitoring and testing of the detector as described in the owner's manual and in the RV. To reduce the risk of carbon monoxide poisoning, test the alarm's operation after the RV has been in storage, before each trip and at least once per week during use.**

***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. Crossroads Customer Service is available toll-free at 1-855-226-7496.

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>.)



**PO Box 2000 – Goshen, IN 46527-2000
Phone: (574) 535-2100 – Fax: (574) 535-2199
www.keystonerv.com**