

## CrossRoads Recall



[Click Here for Safety Advisory](#)

**SAFETY ADVISORY 20-368****Safety Recall:**

Tabatha , Title

**US: 20V-037**

Dealer , Dealer Number

**CAN: 2020-031**

ballt@keystonerv.com

Dear Tabatha

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2020 CrossRoads Cameo, Cruiser, Hampton, Redwood, Sunset, and Volante Fifth Wheels and Travel Trailers. As a result, Keystone RV is conducting a safety recall.

***Reason for This Recall***

It has been decided the vehicles in this recall population may have wiring for the Wi-Fi prep that was not installed according to code. The 18 gauge wiring from the Wi-Fi switch to the Wi-Fi prep is currently on the 15 amp accessory circuit and requires a maximum fuse protection of 7.5 amps for that portion of the circuit. If the Wi-Fi prep wires short together, there is an increased risk of damage or fire to the unit. The remedy is to remove the Wi-Fi switch and add a 7.5 amp fuse to the outgoing 18 gauge wire. The vehicles included in the recall are:

Year	Model	Serial Number Range
2020	Cameo 3201RL, 320RL, 3701RL, 370RL, 3801RK, 380RK, 3891MK, 389MK, 3921BR, 392BR, 3961MB, 396MB, 4021FK, 402FK	L9310150 - L9310220
2020	Cruiser 24RL, 27MK, 28BH, 28BH, 28RD, 28RKS, 29RK, 29SI, 30BH, 30RLS, 3311RD, 3391RL, 33BHB, 3851BL, 385BL	L6320220 - L9320346
2020	Hampton 364MBL, 370FDL, 371FKL, 372FDB, 374BAR, 375DBL	L5330082 - L5330184
2020	Redwood 3901MB, 3951MB, 3981FK, 3951WB, 3901WB, 3991RD, 400LK, 4001LK, 391RL, 390MB, 390WB	L9340088 - L9340125
2020	Sunset 185RK, 186BH, 212RB, 215BH, 222RB, 242BH, 253RB, 257FK, 259RL, 272BH, 285CK, 288BH, 289QB, 291RK, 309RK, 330SI, 331BH, 332QB	L5350858 - L5351441
2020	Volante 240RL, 270BH, 28BH, 295BH, 310BH, 3201IK, 3251RD, 325RD, 325RL, 326RK, 329DB, 32SB, 33DB, 3601LF, 360DB, 360LF, 370BR, 3801MD, 3851FL, 3861BL	L6360479 - L9360667

***VINs in Your Inventory***

Our records indicate unit(s) sold or in your present lot inventory fall within this range, which will require immediate preventative action. Important: If some of the units are still in your inventory, Federal Law requires you to complete the recall service on those units before retail delivery.

Please log-in to Key Express for your list of VINs in campaign # 20-368.

### ***Advisory Instructions***

Claims for the units which have been serviced must be submitted. Claims submitted will be used by Keystone to record recall service completions and provide dealer payments. Please [click here for a copy of the Safety Advisory 20-368](#) which details how to remedy the situation and the proper reimbursement procedures.

We apologize for any inconvenience this situation may cause and greatly appreciate your cooperation. Should you have any questions or concerns regarding this correspondence or the Safety Advisory, please feel free to contact us.

Sincerely,

#### **KEYSTONE RV COMPANY**

Rick Deisler  
Vice President Service Operations

cc. National Highway Traffic Safety Administration (NHTSA)  
cc. Transport Canada

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

Keystone RV, 2425 Davis Drive, Goshen, IN 46526

[SafeUnsubscribe™ {recipient's email}](#)

[Forward this email](#) | [Update Profile](#) | [About our service provider](#)

Sent by [thoms@keystonerv.com](mailto:thoms@keystonerv.com) in collaboration with

**Constant Contact** 

Try email marketing for free today!