

Cougar 24RDS Range Installation Recall

[Click Here for Safety Advisory](#)**SAFETY ADVISORY 20-377****Safety Recall:**

Tabatha , Title
Dealer , Dealer Number
ballt@keystonerv.com

US: 20V-302
CAN: 2020-243

Dear Tabatha

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2020-2021 Cougar Fifth Wheels. As a result, Keystone RV is conducting a safety recall.

Reason for This Recall

It has been decided that the vehicles in the recall population have an interior range cooktop that the burner flame may be affected during furnace operation. Under certain conditions during furnace operation, the interior range cooktop burner flame can invert leading to an increased risk of personal injury, and/or fire. The vehicles included in the recall are:

2020 - 2021 Cougar Fifth Wheel, Model 24RDS**Serial Number Ranges:**

2020 LV500782 - LV509330
2021 MV501074 - MV501085

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 # 20-377.

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 20-377](#) 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

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