



**KEYSTONE**  
RV COMPANY

**RECREATIONAL VEHICLE**  
**SAFETY RECALL NOTICE**

Safety Recall: 20V-302  
Transport Canada: 2020-243  
Safety Advisory: 20-377  
July 17, 2020

**Recall Population**

2020-2021 Cougar Fifth Wheels

Model: 24RDS

Serial Number Ranges:

**2020 LV500782 - LV509330**

**2021 MV501074 - MV501085**

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 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.

***What we will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to inspect operation of the interior range cooktop with furnace running and repair units that are affected. The service and parts required for this corrective action will be provided at no charge to you.

***What we need you to do***

To minimize the risk to safety, be sure not to use the furnace and the range cook top at the same time. 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 1 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. 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. Keystone Customer Service is available toll-free at 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>.)



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