



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 25, 2020

Mr. Garrett Carolus  
Keystone RV Company  
P.O. Box 2000  
Goshen, IN 46527

NEF-150KL  
20V-715

**Subject:** Frame may Buckle and Fail

Dear Mr. Carolus:

This letter serves to acknowledge Keystone RV Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

KEYSTONE/OUTBACK/2019-2021

**Mfr's Report Date:** November 18, 2020

**NHTSA Campaign Number:** 20V-715

**Components:**

STRUCTURE:FRAME AND MEMBERS

**Potential Number of Units Affected:** 1,296

**Problem Description:**

Keystone RV Company (Keystone) is recalling certain 2019-2021 Outback 335CG and 340BH recreational trailers. A section of the frame rail may have inadequate support where the draw bar is attached, allowing the frame rail to buckle.

**Consequence:**

A buckled frame may fail and increase the risk of a crash.

**Remedy:**

Keystone will notify owners, and dealers will add reinforcement plates to the existing frame, free of charge. The recall is expected to begin January 15, 2021. Owners may contact Keystone customer service at 1-866-425-4369. Keystone's number for this recall is 20-391.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

NHTSA has reviewed and approved Keystone's proposed notification letter for distribution.

Please be reminded of the following requirements:

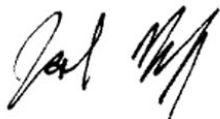
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kristin Lepper who may be reached by phone at 202-366-5227, or by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement