



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: US: 20V-715
CAN: 2020-564
Safety Advisory: 20-391
March 2, 2021

**Safety Advisory
Updated
2/24/2021**

SAFETY ADVISORY 20-391

«Dealer_name»
ATTN: Service Manager
«Street»
«Street_2»
«City», «State» «Zip»
«Country»

Dear «Dealer_name»,

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2019-2021 Outback Travel Trailers. 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 may have a section of frame rail with inadequate support where the draw bar is attached. Under certain conditions during travel, the frame rail may yield and buckle possibly leading to an increased failure and vehicle crash. The vehicles included in the recall are:

2019-2021 Outback Travel Trailers, Models 335CG, 340BH

Serial Number Ranges: **2019** **KB451063 - KB452951**
 2020 **LB450012 - LB453963**
 2021 **MB450019 - MB452323**

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. The unit VIN(s) our records indicate are presently in your inventory or have been sold are as follows:

«VIN1»	«VIN2»	«VIN3»	«VIN4»
«VIN5»	«VIN6»	«VIN7»	«VIN8»
«VIN9»	«VIN10»	«VIN11»	«VIN12»
«VIN13»	«VIN14»	«VIN15»	«VIN16»
«VIN17»	«VIN18»	«VIN19»	«VIN20»
«VIN21»	«VIN22»	«VIN23»	«VIN24»
«VIN25»	«VIN26»	«VIN27»	«VIN28»

-- Serial numbers with '*' have been retail sold --

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. Enclosed is a copy of the Safety Advisory #20-391, 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 enclosed 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