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SAFETY ADVISORY 20-391

Safety Recall:

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

US: 20V-715
CAN: 2020-564

Dear Keystone

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

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 # 20-391.

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 Revised Repair Instructions for 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 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

Keystone RV, 2425 Davis Drive, Goshen, IN 46526

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