



You are receiving this communication as you are a Key Express user at your dealership.

[Click Here for Safety Advisory](#)

SAFETY ADVISORY 21-403 - this replaces the VINs added to Advisory 20-389.

Safety Recall:
US: 21V-178
CAN: NA

Keystone,
,
ballt@keystonerv.com

Dear :

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2021 Cougar Fifth Wheels and 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 have an inverter that may have been incorrectly wired and when in use is allowing power to energize the shore power connection. When the incorrectly wired inverter is turned on, 120VAC power will energize the shore power connection leading to an increased risk of personal injury. The vehicles included in the recall are:

2021 Cougar Fifth Wheels and Travel Trailers, 29MBS, 30RLS, 315RLS, 316RLS, 32BHS, 353SRX, 364BHL, 368MBI

Serial Number Range: M2500058 - M2505320

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 # 21-403

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 Safety Advisory 21-403](#) 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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Express. [Click here.](#)

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