



**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

Safety Recall: 21V-247  
Safety Advisory: 21-404  
April 30, 2021

**IMPORTANT SAFETY RECALL**

«Owner\_name»  
«Street»  
«Street\_2»  
«City», «State» «Zip»

This notice applies to your vehicle: «VIN»

Dear «Owner\_name»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2020-2021 Aspen Trail Travel Trailers. 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 ramp door fasteners that were improperly installed and can strip out. Under certain conditions while loading items into the rear garage area, the ramp door screws can strip and pull out of the frame, leading to an increased risk of personal injury.

***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 the hinge fasteners and add nuts with a lock washer to the existing self-threading bolts. We have enclosed the 3/8" x 16 locking nuts. The service and parts required for this corrective action will be provided at no charge to you.

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

Do not use the ramp door until a 3/8" x 16 lock nuts can be installed on the existing bolts, this is the remedy to resolve the improper installation. If you require assistance installing the locking nuts, please make an appointment with your dealer and bring the unit to the dealership and they will install the locking nuts at no cost to you. 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>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your attention and cooperation in this matter.

Sincerely,

**KEYSTONE RV COMPANY**

Rick Deisler  
Vice President Service Operations  
cc: National Highway Traffic Safety Administration (NHTSA)



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## Aspen Trail Ramp Door Fasteners Repair Instructions

**Parts Required:** 12 – KRV # 398231 - Nut - 3/8" x 16 - Hex - Kep – Zinc  
(Provided)

**Tools Required:** - 1/4" Ratchet Wrench or 1/4" Cordless Impact - 7/16 Socket  
- T-45 Torx tamper Resistant Bit (if needed)

The remedy is to add 3/8" x 16 lock nuts to the existing ramp door hinge bolts.

### REPAIR INSTRUCTIONS

#### **Step 1**

Locate the trailer on a level, flat, hard surface. Chock the wheels.

#### **Step 2**

Install and finger tighten all 12 nuts on the existing ramp door hinge bolts. See Figure 1 and 2



#### **Step 3**

Using a 7/16" socket and Cordless Impact firmly tighten the lock nuts against the frame. If using a ratcheting wrench use a quick action to tighten the lock nut as the bolts may loosen and a T-45 Tamper Resistant Torx bit will be needed to keep the self-threading bolts from backing out. Figures 3.

