



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

Click Here for Safety Advisory

SAFETY ADVISORY 21-410

Safety Recall:

US: 21V-292

CAN: 2021-298

Keystone,

,
ballt@keystonerv.com

Dear :

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2021 Passport 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 were built with safety chains that are underrated for the Gross Vehicle Weight Rating (GVWR). Under certain conditions during travel, if the vehicle becomes detached from the tow vehicle, the safety chains may not carry the weight of the unit as designed, leading to an increased risk of personal injury and or vehicle crash. The vehicles included in the recall are:

2021 Passport Travel Trailers, Models: 282QB, 2400RB, 2704RK

Serial Number Ranges:

MD411679 - MD414993

MK410671 - MK414878

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 # 21-410

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 21-410](#) 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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