



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 21V-427

Safety Advisory: 21-413

August 4, 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 2019-2020 Bullet, Hideout, Passport, and Sprinter Fifth Wheels and 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 Winn-Tec Model 6020 dual stage propane regulator may supply elevated, intermittent, or low propane pressure to the appliances. An increase in propane pressure, could cause the flame of the appliance to become larger, and under certain rare circumstances, may ignite adjacent materials resulting in a fire. Appliances that can be affected by an excessive flame are the stovetop, oven, water heater, furnace and refrigerator.

IMPORTANT

We apologize for any inconvenience, but parts to repair your vehicle are not currently available.

We are working closely with our suppliers to accelerate parts availability. When parts become available, we will send you another letter asking you to contact your dealer to arrange a service appointment to remedy the recall.

***What we
will do***

Once replacement parts become available, the remedy is to replace the existing regulator and pigtail (hoses) with new. The service and parts required for this corrective action will be provided at no charge to you.

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

Until parts and service become available, you can eliminate any potential risk to safety by turning off the propane bottles until the recall remedy is performed. If you choose to continue to use your RV, please pay attention to any irregularities when using propane including (1) the cooktop flame being either too large or too small, (2) a venting sound at the regulator or a strong smell of propane, or (3) a larger than normal flame height at the burner tubes in the furnace, water heater, or refrigerator. If any of these situations occur please discontinue the use of the RV until the recall remedy is performed. Also, do not leave any propane appliance unattended during operation. Once you receive notification of parts availability, please make an appointment to have your Winn-Tec Model 6020 regulator and pigtails replaced by your dealership. 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***

Once you receive notification of parts availability, 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, please contact Keystone Customer Service. Also, 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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