

April 4, 2023

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CL-11522806-1000

Keystone RV Company
P.O. Box 2000
Goshen, IN 46527-2000
Phone: (574) 535-2100
Fax: (574) 535-2199
www.keystonerv.com

RE:
3rd NOTICE - Safety Recall -21V-427
Safety Advisory 21-413
Vehicle: 4YDT29D20K1 [REDACTED]

To Whom It May Concern:

I received your notice dated March 24, 2023 as a 3rd NOTICE -Safety Recall for the dual stage propane regulator that came installed on my 2019 Keystone Sprinter Camp Fire Travel Trailer when I purchased it new from Camping World in Oxford, Alabama in 2018. Your notice insinuates that I have ignored the safety recalls that I have been sent. This is far from the truth. I have in fact followed the instructions given by your company and have been waiting eleven (11) months for my reimbursement for the replacement regulator! Please see the attached documentation. Since I am an Occupational Safety, Health, and Environmental Engineer who has been working in industrial environments at least twenty nine years with an extensive knowledge base in Risk Management and Hazard Identification as well as Emergency Response I recognize the risks levels and the maximum credible consequences associated with the risks associated with the injuries and property damage that could have occurred due to the failure of the functioning and safety mechanisms of the regulator.

We received the original/first recall notice dated January 11, 2022. I responded in kind by replacing our defected dual regulator that was recalled as soon as parts were available. As you can see from the attached letter dated May 31, 2022 Camping World was unable to replace the regulator for us so after calling your company at the number provided on the recall notice, I followed the instructions I was given. Those instructions directed me to purchase the regulator, replace it, and submit the receipt along with a letter explaining why Camping World did not replace the regulator at one of their service centers.

Again, I am submitting all documents in hopes that we can resolve this safety recall and receive reimbursement for the replacement equipment and get this issue put to bed.

Please find attached the original letter for submission dated May 31, 2022 and the invoice totaling \$41.63 for the Flame King, ACR6, 2 Stage Auto Changeover with two 12 inch pigtails as I originally had installed on my RV at the time of purchase. Please make the check payable to [REDACTED]

Respectfully,
[REDACTED]

Madison, AL
[REDACTED]

Cc:
National Highway Traffic Safety Administration (NHTSA)
12000 New Jersey Avenue, SE
Washington, DC 20590
888-327-4236

Handwritten mark



KEYSTONE
RV COMPANY

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 21V-427

Safety Advisory: 21-413

March 24, 2023

IMPORTANT SAFETY RECALL – 3rd Notice

[REDACTED]
MADISON, AL [REDACTED]



This notice applies to your vehicle: 4YDT29D20K1 [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Our records indicate
YOUR UNIT HAS NOT BEEN
REMEDIED.

Please DO NOT ignore this notice!

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.

Please note, this is an update to the original notification from August 2021. Parts are now available to have this recall remedied by your dealer. 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.

***What we
will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to replace the existing regulator with a new regulator. The service and parts required for this corrective action will be provided at no charge to you.

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*What we
need you to
do*

Do not use unattended propane appliances or turn off propane bottles until regulator is replaced. As soon as possible, please make an appointment to have your RV serviced 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.

**BE ADVISED –
Damage caused by failure to have the
recall remedy completed will be the
responsibility of the owner.**

*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.nhtsa.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

cc: National Highway Traffic Safety Administration (NHTSA)



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May 31, 2022

Keystone RV Company
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Fax: 574-535-2199
www.keystonerv.com

RE:

Safety Recall – 21V-427

Safety Advisory: 21-413

Vehicle: 4YDT29D20K1 [REDACTED]

To Whom It May Concern:

We contacted you regarding the replacement regulator for the recall referenced above. The dealer, Camping World of Oxford, Alabama, would not replace the regulator. Our camper is located over two (2) hours from the dealer and is set up for permanent living. As such, we declined to bring the camper into the service center to have the regulator installed. As a result, the dealer refused to provide us with the replacement regulator as the recall requires stating that they do not have a technician that can come to the site of the camper to install the regulator and they, the dealer are prohibited from giving us the regulator to self-install.

We have contacted you directly on a prior occasion to determine which models of regulators you would reimburse us for if we purchased it ourselves and installed to mediate this recall. In a previous communication it was stated that Keystone would reimburse if we purchased a Flame King, ACR6.

Please find attached an invoice for that model, Flame King, ACR6, 2 Stage Auto Changeover with two 12-inch pigtails as we originally had installed on our RV at time of original purchase. The invoice total is for \$41.63. Please make check payable to [REDACTED]

Respectfully,

[REDACTED]
[REDACTED]
[REDACTED]
Madison, AL [REDACTED]
[REDACTED]

cc:

National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue, SE
Washington, DC 20590
888-327-4236

Final Details for Order # [REDACTED]

[Print this page for your records.](#)

Order Placed: May 21, 2022
Amazon.com order number: [REDACTED]
Order Total: \$41.63

Shipped on May 22, 2022

Items Ordered

Price

1 of: *Flame King (KT12ACR6a) 2-Stage Auto Changeover LP Propane Gas Regulator With Two 12 Inch Pigtails For RVs, Vans, Trailers* \$38.55
Sold by: Amazon.com Services LLC

Condition: New

Shipping Address:

[REDACTED]
MADISON, AL [REDACTED]
United States

Shipping Speed:
FREE Prime Delivery

Payment information

Payment Method:
Visa | Last digits: [REDACTED]

Item(s) Subtotal: \$38.55
Shipping & Handling: \$0.00

Billing address
[REDACTED]
MADISON, AL [REDACTED]
United States

Total before tax: \$38.55
Estimated tax to be collected: \$3.08

Grand Total: \$41.63

Credit Card transactions

Visa ending in [REDACTED] May 22, 2022: \$41.63

To view the status of your order, return to [Order Summary](#).

ACR-2 Automatic Changeover Regulator

OPERATING INSTRUCTIONS TO BE RETAINED BY THE USER

Please read carefully before use

A. Specifications

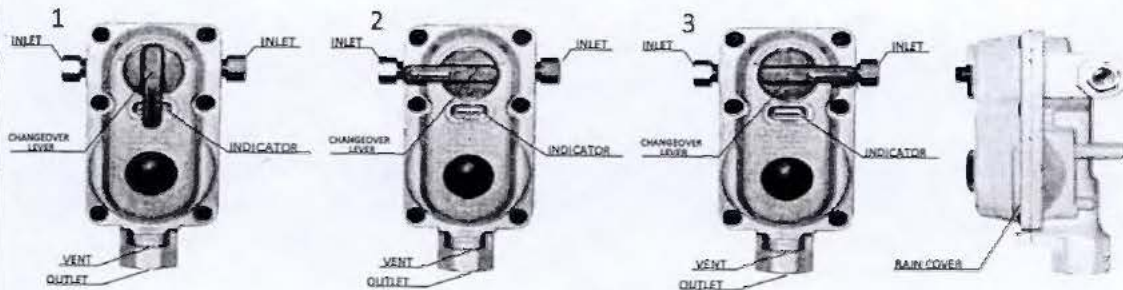
Type of gas:	Propane
Outlet Connector:	3/8-NPT
Inlet Connector:	7/16-24 UNS-2B-RH
Outlet Pressure:	280±50 mm H ₂ O
Inlet Pressure:	1.75~17.5 kgf/cm ²
BTU:	190,000 BTU/h
Operating Temperature:	-20°C~50°C

B. Installation Instructions

1. Place the cylinder on a safe and even surface in a The cylinders should never be sited in an area that is below ground level, as propane is heavier than air and will pool in such areas.
2. Fix the regulator onto a secure place by any meaning of wall or rigid post or support column. Make sure the device must be mounted above the height of the tanks.
3. Connect the hose from two tanks to the inlet connectors of the regulator. Please tighten the connectors sufficiently to ensure a leak-tight joint which can be checked by using a soapy-water solution.
4. Turn on the gas tanks. Rotate the changeover lever left or right to the full tank. The arrow on the changeover lever indicates the tank in use; the other one would serve as the reserve tank.

C. Operating Instructions

The ACR-2, complies with the standard of UL144, is a two stage automatic changeover regulator designed to supply propane gas. The window on the regulator shows if a gas tank is empty by showing RED in the indicator window or FULL by showing A Clear Window in the indicator window. If the tank which the changeover lever is pointing to is empty, the indicator window will show red and the device will automatically changeover to the full / reserve cylinder. The changeover lever should then be switched over to the other cylinder (Full cylinder) and the indicator window should show A Clear Window indicating that you have a full cylinder in this position. The empty tank can be removed and filled. If the changeover lever is left in downward position, gas will come out from both tanks simultaneously. When the gas is depleted in both tanks, then you will have not a reserve. So in order to fully utilize your automatic feature of the regulator, please make sure the changeover lever always points to either the left hand or right hand tank.





KEYSTONE
RV COMPANY

RECREATIONAL VEHICLE

SAFETY RECALL NOTICE

Safety Recall: 21V-427

Safety Advisory: 21-413

January 11, 2022

IMPORTANT SAFETY RECALL

[REDACTED]
MADISON, AL [REDACTED]



This notice applies to your vehicle: 4YDT29D20K1 [REDACTED]

Dear [REDACTED]

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.

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What we will do

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What we need you to do

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If you have questions

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Thank you for your attention and cooperation in this matter.

Sincerely,

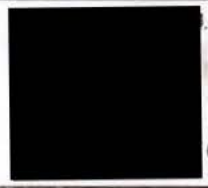
KEYSTONE RV COMPANY

cc: National Highway Traffic Safety Administration (NHTSA)

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F



S. POSTAGE
\$1.50
FCM
40475
Date of sale
04/29/23
02 6W 5K

USPS FIRST-CLASS MAIL®

1.80 oz
RDC 99

SHIP TO:

WASHINGTON DC 20590



(420) 20590

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NEF

National High
Safety A

12000 New Jersey Ave, SE.
Washington, DC.
20590