



Your Stock Units With Open Recall 18-321

You are receiving this email as your dealership has stock units with this recall still open. If the unit has been sold and you are unable to register it due to the open recall, please email a bill of sale copy to dealerservice@keystonerv.com so that we can contact the owner.

SAFETY ADVISORY 18-321
Safety Recall: US: 18V-320
CAN: 2018-268

Tabatha, , ballt@keystonerv.com

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2019 Keystone Cougar Fifth Wheels. As a result, Keystone RV is conducting a safety recall.

It has been decided that the vehicles in the recall population may have a propane compartment that was not sealed properly when built. If the compartment is not properly sealed, and if there were a propane gas leak from the propane container, it is possible for propane gas to enter the living area. Excessive exposure may cause serious personal injury.

The vehicles included in the recall are:

2019 Cougar Fifth Wheels, Models 28SGS, 27RLS
Serial Number Range: KV500101 - KV500698

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 # 18-321.

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 the Safety Advisory 18-321](#) 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)

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