



Your Stock Units With Open Recall 19-355

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 19-355
Safety Recall: US: 19V-440
CAN: 2019-304

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Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2020 Crossroads Cruiser Fifth Wheels. As a result, Keystone RV is conducting a safety recall.

It has been decided that the vehicles in the recall population may not have the furnace exhaust vent installed on some units. During use of the furnace without an exhaust vent installed, the risk of carbon monoxide poisoning is significantly increased, leading to an increased risk of personal injury. The remedy is to inspect for furnace exhaust vents and install if missing. The vehicles included in the recall are:

2020 Cruiser Fifth Wheels, Models 27MK, 29SI, 28RD, 24RL, 29RK

Serial Number Range: L6320010 - L6320063

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 # 19-355

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 19-355](#) 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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