



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: US: 19V-440
CAN: 2019-304
Safety Advisory: 19-355
July 11, 2019

SAFETY ADVISORY 19-355

«Dealer_name»
ATTN: Service Manager
«Street»
«Street_2»
«City», «State» «Zip»
«Country»

Dear «Dealer_name»,

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.

***Reason for
this 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. The unit VIN(s) our records indicate are presently in your inventory or have been sold are as follows:

«VIN1» «VIN2» «VIN3»
-- Serial numbers with '*' have been retail sold --

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. Enclosed is 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 enclosed 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