



## Your Stock Units With Open Recall 19-358

**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](mailto:dealerservice@keystonerv.com) so that we can contact the owner.**

SAFETY ADVISORY 19-358  
Safety Recall: US: 19V-596  
CAN: 2019-406

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 have a Morryde Rotating Pin Box and may have been manufactured with improper length bolts that hold the wedge to the pin box. If the Rotating Pin Box is unlocked and allowed to rotate and the wedge is installed with improper length bolts, the wedge may become disconnected from the pin box. This would allow the rotating pin box to pivot in two places which could allow the trailer to come in contact with the truck. This could increase the risk of a crash. The remedy is to inspect bolts in the wedge plate of each pin box and replace as needed. The vehicles included in the recall are:

### **2020 Crossroads Cruiser Fifth Wheels**

Models: 29SI, 27MK, 28RD, 24RL, 29RK

Serial Number Range: L6320022 - L6320115

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 # 19-358

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 19-358](#) 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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