

Sunset Recall



[Click Here for Safety Advisory](#)

SAFETY ADVISORY 19-362**Safety Recall:**

Tabatha , Title

US: 19V-763

Dealer , Dealer Number

CAN: 2019-531

ballt@keystonerv.com

Dear Tabatha

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2019-2020 Crossroads Sunset Travel Trailers. 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 have an interior range cooktop that the burner flame may be affected during furnace operation. Under certain conditions during furnace operation, the interior range cooktop burner flame can invert leading to an increased risk of personal injury, and/or fire. The remedy is to inspect operation of the interior range cooktop with furnace running and repair units that are affected. The vehicles included in the recall are:

2019 - 2020 Sunset Travel Trailers: Model 242BH**Serial Number Ranges:****2019 K5351103 - K5352279****2020 L5350005 - L5350948*****VINs in Your Inventory***

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 # 19-362.

Advisory Instructions

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 19-362](#) 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)
cc. Transport Canada

PO Box 2000 - Goshen, IN 46527-2000
Phone: (574) 535-2100 - Fax: (574) 535-2199
www.keystonerv.com

Keystone RV, 2425 Davis Drive, Goshen, IN 46526

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