Safety Advisory
Operation Codes Revised

Revised December 15, 2020

Click Here for Revised Safety Advisory

SAFETY ADVISORY 20-389

Keystone , Title
Dealer , Dealer Number
ballt@keystonerv.com

Safety Recall:

US: 20V-670
CAN: 2020-526

Dear Keystone

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2020-2021 Cougar Fifth Wheels and 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 inverter that may have been incorrectly wired and when in use is allowing power to energize the shore power connection. When the incorrectly wired inverter is turned on, 120VAC power will energize the shore power connection leading to an increased risk of personal injury. The vehicles included in the recall are:

2020-2021 Cougar Fifth Wheels and Travel Trailers, 22RBSWE, 24SABWE, 25BHSWE, 26RBSWE, 27RESWE, 27SABWE, 29BHSWE, 29RLDWE, 29RLKWE, 29RLSWE, 30RKDWE, 31BHKWE, 32RDBWE, 24RDS, 25RES, 27SGS, 29MBS, 29RKS, 302RLS, 307RES, 30RLS, 315RLS, 316RLS, 32BHS, 353SRX, 364BHL, 366RDS, 367FLS, 368MBI, 361RLW

Serial Number Ranges:

2020	L2502429 - L2509218
	LC503863 - LC509167
2021	M2500058 - M2505320
	MC500000 - MC502509

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 # 20-389.

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 Revised Safety Advisory 20-389 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

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