



**Keystone RV
Company™**

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 20V-037
Safety Advisory: 20-368
November 30, 2023

IMPORTANT SAFETY RECALL – 4th Notice

«POLKNAME»
«POLKADDRESS»
«POLKCITY», «POLKST» «polkziplus4»



This notice applies to your vehicle: «VIN»

Dear «POLKNAME»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**Our records indicate
YOUR UNIT HAS NOT BEEN
REMEDIED.
Please **DO NOT** ignore this notice!**

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2020 CrossRoads Cameo, Cruiser, Hampton, Redwood, Sunset, and Volante Fifth Wheels and Travel Trailers. As a result, Keystone RV is conducting a safety recall. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

***Reason for
this recall***

It has been decided the vehicles in this recall population may have wiring for the Wi-Fi prep that was not installed according to code. The 18 gauge wiring from the Wi-Fi switch to the Wi-Fi prep is currently on the 15 amp accessory circuit and requires a maximum fuse protection of 7.5 amps for that portion of the circuit. If the Wi-Fi prep wires short together, there is an increased risk of damage or fire to the unit.

***What we
will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to remove the Wi-Fi switch and add a 7.5 amp fuse to the outgoing 18 gauge wire. The service and parts required for this corrective action will be provided at no charge to you.

***What we
need you to
do***

As a precaution do not turn on the switch for the Wi-Fi prep until the circuit protection for the Wi-Fi can be added. As soon as possible, please make an appointment to have your RV serviced by your dealership. The labor time to perform this correction is approximately 1 hour. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your RV for this repair.

**BE ADVISED –
Damage caused by failure to have the
recall remedy completed will be the
responsibility of the owner.**

***If you have
questions***

Your dealer is best equipped to obtain parts and provide service to ensure your RV is corrected as promptly as possible. Please contact Keystone Customer service if your dealer is unable to assist or if you take your RV to your dealer on the agreed service date, and the dealer does not remedy the condition within a reasonable amount of time, or without charge to you. You may be eligible to receive reimbursement if you paid to have the defect resolved prior to receiving this correspondence. Keystone Customer Service is available toll-free at 1-866-425-4369.

If after contacting Keystone Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.nhtsa.gov>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

cc: National Highway Traffic Safety Administration (NHTSA)

