RECREATIONAL VEHICLE SAFETY RECALL NOTICE
Safety Recall: 20V-428
Safety Advisory: 20-382
November 17, 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 2020-2021 Fuzion and Impact Fifth Wheels. 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 that the vehicles in the recall population have a generator transfer switch that is incorrectly wired allowing the generator power to energize the shore power connection. When the generator is running, 120VAC power is able to energize the shore power connection leading to an increased risk of personal injury.

What we will do

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is start the generator to determine if there is power inside of the unit. If there is no power inside of the unit, while the generator is running, the wiring in the transfer switch must be repaired. The service and parts required for this corrective action will be provided at no charge to you.

PO Box 2000 – Goshen, IN 46527-2000
www.keystonerv.com

What we need you to do

If the generator is operated and there is 120VAC power inside of the unit (Microwave, air conditioner operate) please e-mail ownerrelations@keystonerv.com or call 1-866-425-4369 to let us know that it is functioning properly. We will need the following information: VIN, Name, address and phone number

If the generator is operated and there is no power inside of the unit, do not use the generator until the unit can be inspected at an authorized dealer. 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)

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