



**KEYSTONE**  
RV COMPANY

**RECREATIONAL VEHICLE**  
**SAFETY RECALL NOTICE**

Safety Recall: 20V-801  
Safety Advisory: 21-392  
November 17, 2023

**IMPORTANT SAFETY RECALL – 4<sup>th</sup> Notice**

«POLKNAME»  
«POLKADDRESS»  
«POLKCITY», «POLKST» «POLKZIPplus4»



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 2021 Cougar 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 that the Solar Prep wiring to the 12VDC breakers located by the battery may not be connected to the protected side of the breaker. If this condition exists, it will lead to an increased risk of fire if an electrical short should occur on the unprotected circuit. If the wire leading to the Solar Prep experiences a short, there is an increased risk of fire and/or property damage.

***What we will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to inspect the installation of the Solar Prep wiring at the circuit breaker mounted close to the battery and remount the wiring if needed. The service and parts required for this corrective action will be provided at no charge to you.

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

Wiring must be remedied by 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)

