



*You are receiving this communication as you are a Key Express user at your dealership.*

**[Click Here for Safety Advisory](#)**

SAFETY ADVISORY 21-404

Safety Recall:

US: 21V-247

CAN: 2021-211

Keystone,

,  
ballt@keystonerv.com

Dear :

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2020-2021 Aspen Trail 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 ramp door fasteners that were improperly installed and can strip out. Under certain conditions while loading items into the rear garage area, the ramp door fasteners can strip and pull out of the frame, leading to an increased risk of personal injury. The vehicles included in the recall are:

2020-2021 Aspen Trail, Models 2760THS, 3250THS, 3251THS

Serial Number Ranges:

2020 L8921666 - L8923021

2021 M8920182 - M8921725

#### **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 # 21-404

#### **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 Safety Advisory 21-404](#) 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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[www.keystonerv.com](http://www.keystonerv.com)

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Express. [Click here.](#)

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