



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

[Click Here for Safety Advisory](#)

SAFETY ADVISORY 21-411

Safety Recall:

US: 21V-380

CAN: 2021-317

Keystone,

,
ballt@keystonerv.com

Dear :

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2017-2021 Cougar Fifth Wheels. As a result, Keystone RV is conducting a safety recall.

Reason for This Recall

It has been decided under certain side load stress conditions the frame exhibits excessive flexing at the area of the axle spring hangers. Under certain conditions during travel, the frame rail may yield and buckle possibly leading to an increased failure and vehicle crash. The vehicles included in the recall are:

Model: Cougar Fifth Wheel 368MBI

Serial Number Ranges

2017 H2507991 - H2507991

2018 J2500656 - J2513103

2019 K2500281 - K2512038

KR505946 - KR506005

2020 L2500107 - L2508889

2021 M2500058 - M2504615

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 # 21-411.

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 21-411](#) 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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