



**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 21V-019
Safety Advisory: 21-398
November 1, 2024

IMPORTANT SAFETY RECALL – 6th Notice

«POLKNAME»
«POLKADDRESS»
«POLKCITY», «POLKST» «POLKZplus4»



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 2019-2020 Impact 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 that the vehicles in the recall population have a Dometic R1731 three burner cooking stove that has an internal O-ring between the saddle valve and the manifold that could possibly leak propane gas into the appliance. Under certain conditions during the cooking stove operation, the piezo ignitor can ignite the propane gas leading to an increased risk of personal injury, and/or fire.

***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 existing manifold bolts and seals and install new seals and bolts. The service and parts required for this corrective action will be provided at no charge to you.

*What we
need you to
do*

Shut the valve off at the propane bottles and do not use the propane system or any propane appliance until the recall remedy is complete because propane gas can leak into the RV through the damaged stove valve. If you smell propane after shutting off the valve at the propane bottles, open all windows until the gas dissipates. 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. If you no longer own this RV, please call Keystone Customer Service at 1-866-425-4369 or email recall@keystonerv.com with your name and VIN.

Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

cc: National Highway Traffic Safety Administration (NHTSA)

