



**KEYSTONE**  
RV COMPANY

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

Safety Recall: 21V-427  
Safety Advisory: 21-413  
April 12, 2024

**IMPORTANT SAFETY RECALL – 5th 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 2019-2020 Bullet, Hideout, Passport, and Sprinter Fifth Wheels and Travel Trailers. As a result, Keystone RV is conducting a safety recall.

Please note, this is an update to the original notification from August 2021. Parts are now available to have this recall remedied by your dealer. 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 Winn-Tec Model 6020 dual stage propane regulator may supply elevated, intermittent, or low propane pressure to the appliances. An increase in propane pressure, could cause the flame of the appliance to become larger, and under certain rare circumstances, may ignite adjacent materials resulting in a fire. Appliances that can be affected by an excessive flame are the stovetop, oven, water heater, furnace and refrigerator.

***What we will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to replace the existing regulator with a new regulator. The service and parts required for this corrective action will be provided at no charge to you.

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

Do not use unattended propane appliances or turn off propane bottles until regulator is replaced. 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](mailto: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)

