



KEYSTONE
RV COMPANY

RECREATIONAL VEHICLE
SAFETY RECALL NOTICE

Safety Recall: 22V-144
Safety Advisory: 22-423
May 16, 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 2022 Alpine, Arcadia, Avalanche, Carbon, Cougar, Fuzion, HC Montana, Hideout, Impact, Montana, Outback, Passport, Raptor, Springdale, 2021-2022 Bullet, Sprinter 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 vehicles in the recall population have a solar charge controller that may have been wired incorrectly. Under certain conditions improper voltage can render 12VDC components and 12VDC safety alarms (i.e. carbon monoxide, propane gas detector) inside the vehicle inoperable leading to an increased risk of personal injury 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 check voltage readings on the VictronConnect app to determine if the wiring is correct. If wiring is incorrect the battery settings must be set to 12v using the VictronConnect app and then wiring can be corrected at the solar charge controller. The service and parts required for this corrective action will be provided at no charge to you.

What we need you to do

Self-Inspection by logging into the VictronConnect app and e-mailing screenshots to Keystone (details below) or 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.

Self-Inspection

If you do not feel comfortable at any time self-inspecting, please contact your dealer and set an appointment. To continue:

Step 1: Download the free VictronConnect app (See Icon) from the Play Store (Android) or App Store (Apple).

Step 2: Open the app and connect via Bluetooth to your unit.

Step 3: Accept all firmware updates.

Step 4: Click on Status, take a screenshot the status page (See Figure 1)

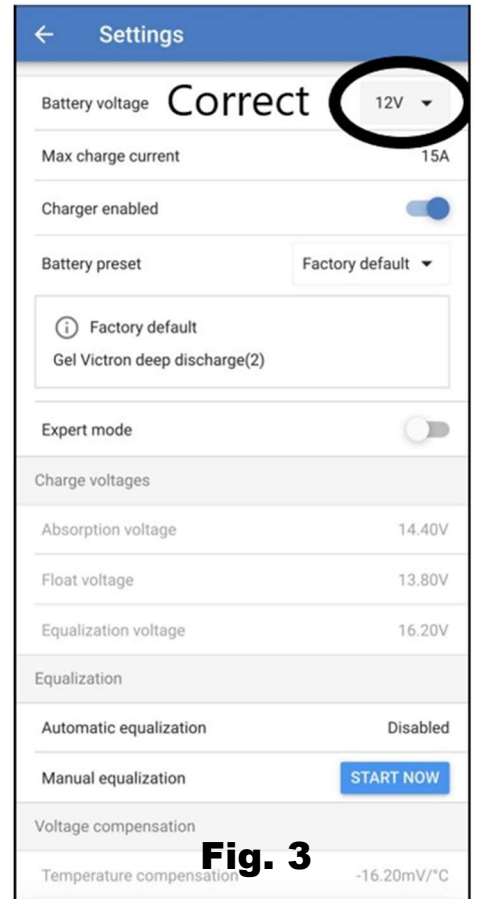
- A. If the Solar Voltage is less than 50V and the Battery Voltage is less than 15V, proceed to step 5.
- B. If Solar Voltage is under 15V and the Battery Voltage exceeds 15V when the solar panel is in the direct sun, the solar charge controller is wired incorrectly and will require service by your RV dealership. See figure 2.



Step 5: Click on the settings (gear) in the top right corner (See Figure 1). Select Battery, take screenshot. Battery Voltage should read 12V. If it reads 24V:

- A. Click the drop down (See Figure 3) and change to 12V to reduce the likelihood of 12VDC components being damaged.
- B. The solar charge controller is still wired incorrectly and will require service by your RV dealership.

Step 6: Please e-mail the screenshots to recall@keystonerv.com with your name and VIN. Keystone will evaluate the information and respond to you with what further action, if any, is needed.



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.

**BE ADVISED –
Damage caused by failure to have the
recall remedy completed will be the
responsibility of the owner.**

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)

