



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 3, 2024

Denny Holmes
Director
Keystone RV Company
PO Box 2000
2642 Hackberry Drive
Goshen, IN 46527

NEF-107KL
24V-899

Subject: Towed Vehicle May Detach From Pin Box

Dear Denny Holmes:

This letter serves to acknowledge Keystone RV Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

KEYSTONE/ARCADIA/2025
KEYSTONE/COUGAR/2025

Mfr's Report Date: November 27, 2024

NHTSA Campaign Number: 24V-899

Components:

TRAILER HITCHES:FIFTH WHEEL ASSEMBLY

Potential Number of Units Affected: 303

Problem Description:

Keystone RV Company (Keystone) is recalling certain 2025 Arcadia and Cougar trailers equipped with Curt Helux Pin Boxes. The pin box fasteners may have been improperly tightened.

Consequence:

The fasteners can loosen and fall out, allowing the towed vehicle to detach from the pin box and increasing the risk of a crash.

Remedy:

Dealers will tighten the pin box fasteners, free of charge. Owner notification letters are expected to be mailed January 23, 2025. Owners may contact Keystone customer service at 1-866-425-4369. Keystone's number for this recall is 24-459.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153) or go to [nhtsa.gov](https://www.nhtsa.gov).

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Keystone RV Company's contact for this recall will be Kristin Lepper who may be reached by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement