

Amy Thomas

From: James Bond
Sent: Tuesday, March 12, 2024 12:55 PM
To: Amy Thomas
Subject: Keystone RV Hideout and Springdale Single Propane Cylinder Bracket Safety Advisory 24-451

Please see below Amy:



JAMES BOND

CATALOG MARKETING EDITOR | CUSTOMER SERVICE

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Reduce your Repair Event Cycle Time with Keystone's Dealer Stock Program located on Key Express.

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Dealer Stock Program - Visit the Product Catalog & Click on Dealer Stock Program & Parts for details.

From: news@mail.keystonerv.com <news@mail.keystonerv.com>
Sent: Tuesday, March 12, 2024 12:37 PM
To: James Bond <bondj@keystonerv.com>
Subject: Keystone RV Hideout and Springdale Single Propane Cylinder Bracket Safety Advisory 24-451

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RECREATIONAL VEHICLE SAFETY RECALL NOTICE

Safety Recall: US: **24V-119**
CAN: **2024-106**

Safety Advisory: 24-451

March 8, 2024

Keystone RV Company SAFETY ADVISORY 24-451

Dear Hideout and Springdale Dealers,

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2024 Hideout,

Springdale Travel Trailers. As a result, Keystone RV is conducting a safety recall.

Reason For This Recall:

It has been decided that the vehicles in the recall population may have been manufactured with a propane cylinder holder that may have an insufficient spot weld. Under certain conditions during travel, a weld on the propane cylinder holder could fail allowing the propane cylinder to become unsecure, leading to an increased risk of personal injury. The vehicles included in the recall are:

**2024 Hideout, Models 175BH, 177RD, 178RB, 179RB,
181BH**

**2024 Springdale, Models 1700FQ, 1760FQ, 1800BH,
1810BH, 1860SS, 2010BH**

**Serial Number Ranges: Hideout RW240750 - RW242401
Springdale RW100517 - RW102315**

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 # 24-451.

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 24-451, 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

CC: National Highway Traffic Safety Administration (NHTSA)

CC: Transport Canada



KEYSTONE
RV COMPANY

CAMP BETTER

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