

## Amy Thomas

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**From:** James Bond  
**Sent:** Friday, April 19, 2024 12:17 PM  
**To:** Amy Thomas  
**Subject:** FW: Keystone RV Sunset Roller Shade Advisory Campaign 24-454

Please see below Amy T:



### JAMES BOND

CATALOG MARKETING EDITOR | CUSTOMER SERVICE

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**From:** news@mail.keystonerv.com <news@mail.keystonerv.com>  
**Sent:** Friday, April 19, 2024 12:03 PM  
**To:** James Bond <bondj@keystonerv.com>  
**Subject:** Keystone RV Sunset Roller Shade Advisory Campaign 24-454

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**KEYSTONE**  
RV COMPANY

### RECREATIONAL VEHICLE SAFETY RECALL NOTICE

Safety Recall: US: **24V-256**  
CAN: **N/A**

Safety Advisory: 24-454  
April 16, 2024

## Keystone RV Company SAFETY ADVISORY 24-454

Dear Sunset Dealers,

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2024 Sunset 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 a roller shade installed near the stove top instead of a metal mini blind. Under certain conditions while using the stove top, the roller shade can touch the

burner leading to an increased risk of fire. The vehicles included in the recall are:

**2024 Sunset Travel Trailers, Models 20SS, 253RB, 258RD, 272BH, 330SI  
Serial Number Range: RS350744 - RS350821**

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 24-454.

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 the Safety Advisory 24-454](#), 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

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**KEYSTONE**  
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**CAMP BETTER**



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