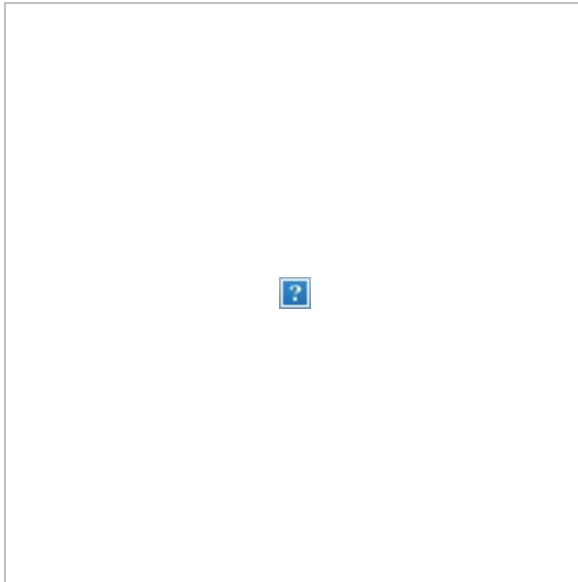


From: news@mail.keystonerv.com on behalf of [Keystone RV](#)
To: [Amy Thomas](#)
Subject: Keystone RV Axle Clearance Safety Advisory Campaign 24-453
Date: Monday, May 20, 2024 12:01:36 PM

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**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**
Safety Recall: US: **24V-263**
CAN: **2024-217**

Safety Advisory: 24-453
May 17, 2024

**Keystone RV Company
SAFETY ADVISORY 24-453**

Dear Aspen Trail, Hampton, Residence and Retreat Dealers,

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2024 Retreat, Residence, Aspen Trail and Hampton 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 not have the proper clearance between the axle and the frame. Under certain conditions during travel, the axle may come in contact with the frame leading to an increased risk of vehicle crash. The vehicles included in the recall are:

2024 Aspen Trail, Model: 421LOFT Serial Number Range: R8921352 - R8922114

2024 Hampton, Model: 390PVL Serial Number Range: R9330063 - R9330343

**2024 Retreat, Models: 39CLDL, 391CLDL Serial Number Range:
RW260157 - RW260220**

**2024 Residence, Models: 40CLDL, 401CLDL Serial Number Range:
RW160184 - RW160243**

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 24-453.

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 24-453](#), 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.

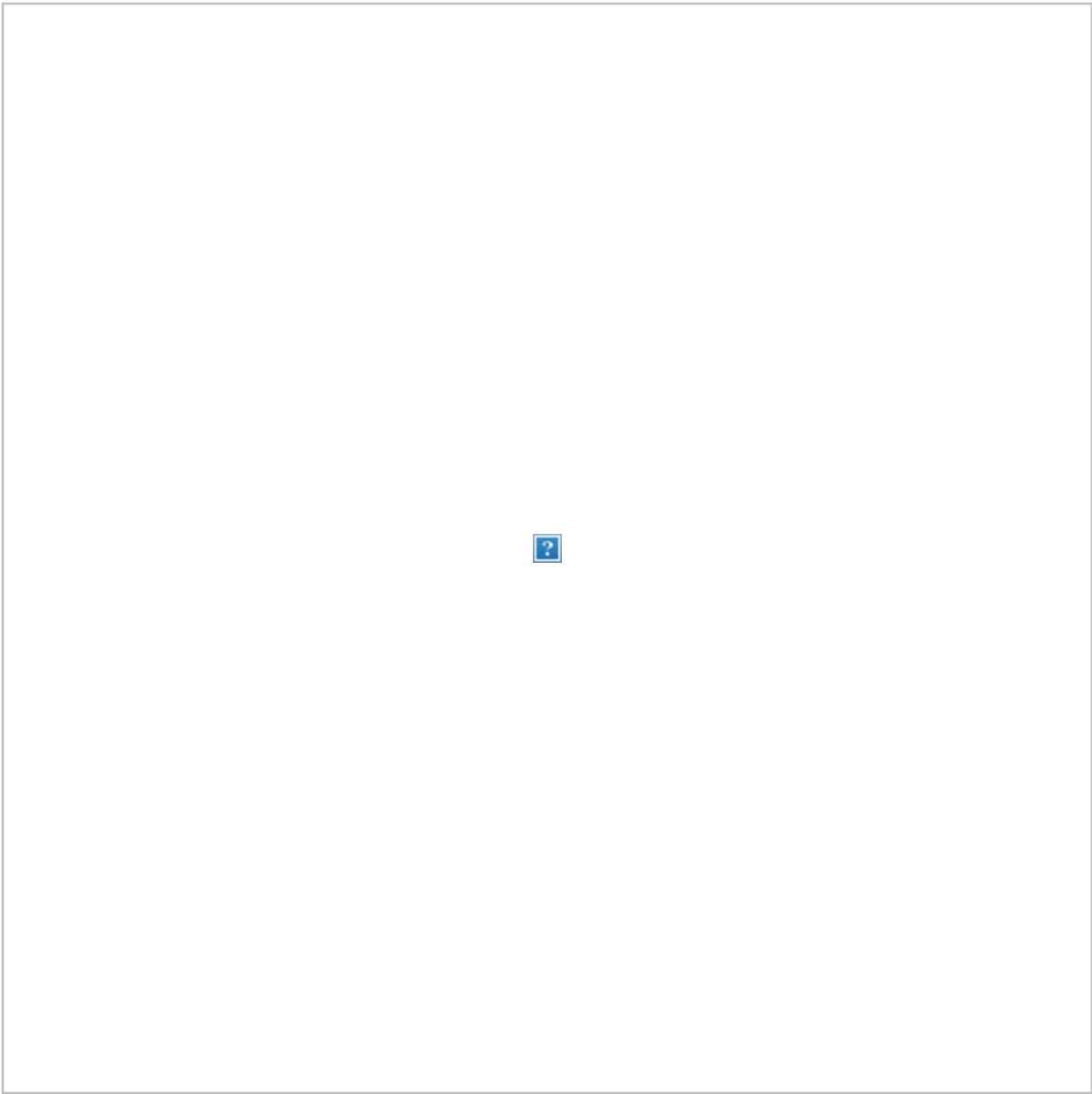
Sincerely,

Keystone RV Company

cc - National Highway Traffic Safety Administration (NHTSA)

cc - Transport Canada

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