



**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

Safety Recall: US: 24V-899

CAN: 2024-726

Safety Advisory: 24-459

December 9, 2024

**SAFETY ADVISORY 24-459**

«Dealer\_name»  
ATTN: Service Manager  
«Street»  
«Street\_2»  
«City», «State» «Zip»  
«Country»

Dear «Dealer\_name»,

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2025 Arcadia, Cougar Fifth Wheels. 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 are assembled with fasteners that may have been improperly torqued on some Helux pin boxes. Under certain conditions during travel, if the fasteners are not properly torqued and become loose or fall out, the pin box may detach from the tow vehicle leading to an increased risk of personal injury or vehicle crash. The vehicles included in the recall are:

**2025 Arcadia**

**Serial Number Range: SE550223 - SE550242**

**2025 Cougar 260MLE, 290RLS, 316RLS, 320RDS, 360MBI, 364BHL**

**Serial Number Range: S2502292 - S2502928**

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. The unit VIN(s) our records indicate are presently in your inventory or have been sold are as follows:

«VIN1»                                      «VIN2»                                      «VIN3»                                      «VIN4»  
«VIN5»                                      «VIN6»

**-- Serial numbers with '\*' have been retail sold --**

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. Enclosed is a copy of the Safety Advisory #24-459, 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 enclosed Safety Advisory, please feel free to contact us.

Sincerely,

**KEYSTONE RV COMPANY**

cc. National Highway Traffic Safety Administration (NHTSA)  
cc. Transport Canada