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From: news@mail.keystonerv.com on behalf of Keystone RV <news@mail.keystonerv.com>
Sent: Wednesday, December 11, 2024 11:33 AM
To: James Bond
Subject: Keystone RV Helux Pin Box Torque Safety Advisory 24-459

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KEYSTONE
RV COMPANY

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: US: **24V-899**
CAN: **2024-726**

Safety Advisory: 24-459
December 9, 2024

**Keystone RV Company
SAFETY ADVISORY 24-459**

Dear Keystone Dealers,

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2025 Arcadia and 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.**

Please log-in to Key Express for your list of VINs in campaign 24-459.

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 24-459](#), 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 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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