



KEYSTONE
RV COMPANY

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 24V-899
Safety Advisory: 24-459
March 28, 2025

IMPORTANT SAFETY RECALL – 2nd Notice

«POLKNAME»
«POLKADDRESS»
«POLKCITY», «POLKST» «POLKZIPPLUS4»



This notice applies to your vehicle: «VIN»

Dear «POLKNAME»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Our records indicate
YOUR UNIT HAS NOT BEEN
REMEDIED.
Please DO NOT ignore this notice!

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. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

***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. 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.

***What we
will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to properly torque the fasteners on the CURT Helux Pin Box. The service and parts required for this corrective action will be provided at no charge to you.

***What we
need you to
do***

Fasteners should be properly torqued before towing. As soon as possible, please make an appointment to have your RV serviced by your dealership. The labor time to perform this correction is approximately 1/2 hour. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your RV for this repair. To locate a dealer please go to www.keystonerv.com or call 1-866-425-4369.

If you have questions

Your dealer is best equipped to obtain parts and provide service to ensure your RV is corrected as promptly as possible. Please contact Keystone Customer service if your dealer is unable to assist or if you take your RV to your dealer on the agreed service date, and the dealer does not remedy the condition within a reasonable amount of time, or without charge to you. You may be eligible to receive reimbursement if you paid to have the defect resolved prior to receiving this correspondence. Keystone Customer Service is available toll-free at 1-866-425-4369.

**BE ADVISED –
Damage caused by failure to have the
recall remedy completed will be the
responsibility of the owner.**

If after contacting Keystone Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.nhtsa.gov>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this RV, please call Keystone Customer Service at 1-866-425-4369 or email recall@keystonerv.com with your name and VIN.

Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

cc: National Highway Traffic Safety Administration (NHTSA)

