



**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

Safety Recall: 24V-263  
Safety Advisory: 24-453  
Transport Canada: 2024-217  
April 30, 2024

**Recall Population:** 2024 Retreat 39CLDL, 391CLDL, Residence 40CLDL, 401CLDL, Aspen Trail 421LOFT, Hampton 390PVL

Year	Model	Serial Number Ranges
2024	Retreat 39CLDL, 391CLDL	RW260157 - RW260220
2024	Residence 40CLDL, 401CLDL	RW160184 - RW160243
2024	Aspen Trail 421LOFT	R8921352 - R8922114
2024	Hampton 390PVL	R9330063 - R9330343

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in the vehicles listed above. 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 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.

**What we will do** Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to replace the shorter equalizer with the correct larger equalizer. The service and parts required for this corrective action will be provided at no charge to you.

**What we need you to do** Owners should limit the towing of the unit until this issue is resolved. 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 hours. 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.

**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.

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>.)

