



U.S. Department of Transportation

**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

May 21, 2025

25V321

Denny Holmes  
Keystone RV Company  
2425 Davis Dr  
Goshen, IN 46526

**Subject:** Removable Steps May Detach While In Use

Dear Denny Holmes:

This letter serves to acknowledge Keystone RV Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

KEYSTONE/VOLTAGE/2024-2025  
KEYSTONE/RAPTOR/2024  
KEYSTONE/FUZION/2025  
KEYSTONE/SPRINGDALE/2025  
KEYSTONE/RETREAT/2025  
KEYSTONE/RESIDENCE/2025  
KEYSTONE/HIDEOUT/2025

**Mfr's Report Date:** May 15, 2025

**NHTSA Campaign Number:** 25V321

**Components:**

STRUCTURE:BODY:STEP/LADDER

**Potential Number of Units Affected:** 248

**Problem Description:**

Keystone RV Company (Keystone) is recalling certain 2024-2025 Voltage 4135, 4225, Fuzion, 2025 Springdale 266DECK, Retreat 391FSRL, 39FSRL, Residence 401FLFT, 401FSRL, 40FLFT, 40FSRL, Hideout 26PATIO, and 2024 Raptor travel trailers, equipped with a removable step assembly. The clip-on bracket mounting bolts may come loose, allowing the steps to detach.

**Consequence:**



Steps that detach while in use increase the risk of injury.

**Remedy:**

Dealers will install a new bracket and hardware, free of charge. Owner notification letters are expected to be mailed July 7, 2025. Owners may contact Keystone customer service at 1-866-425-4369. Keystone's number for this recall is 25-468.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

We have received your proposed owner notification letter and it has been approved for distribution.

**Please be reminded of the following requirements:**

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Keystone RV Company's contact for this recall will be Kristin Lepper who may be reached by email at [KRISTIN.LEPPER@DOT.GOV](mailto:KRISTIN.LEPPER@DOT.GOV). We look forward to working with you.

Sincerely,

*Alex Ansley*

Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement