

**Amy Thomas**

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**From:** James Bond  
**Sent:** Monday, September 8, 2025 12:03 PM  
**To:** Amy Thomas  
**Subject:** FW: Keystone Hideout and Springdale Pivot Bunk Hardware Safety Advisory 25-472

Advisory email sent:

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**From:** news@mail.keystonerv.com <news@mail.keystonerv.com>  
**Sent:** Monday, September 8, 2025 12:02 PM  
**To:** James Bond [REDACTED]  
**Subject:** Keystone Hideout and Springdale Pivot Bunk Hardware Safety Advisory 25-472

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**KEYSTONE**

**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

Safety Recall: US: **25V-547**  
CAN: **2025-437**

Safety Advisory: 25-472  
September 8, 2025

**Keystone RV Company  
SAFETY ADVISORY 25-472**

Dear Keystone Dealers,

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2026 Hideout and Springdale Travel Trailers. 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 may have defective pivot bunk hardware. Under certain circumstances during use, the bunk brackets may bend or break, this can lead to an increased risk of personal injury. The vehicles included in the recall are:

Models Included: 2026 – Hideout 131RK  
Serial Number Range: TW240096 – TW240497  
Models Included: 2026 – Springdale 1310RK

Serial Number Range: TW100333 – TW100499

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 25-472.

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 an updated copy of the Safety Advisory 25-472](#), 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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