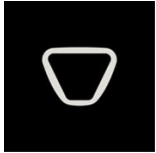


Amy Thomas

From: James Bond
Sent: Thursday, December 18, 2025 9:53 AM
To: Amy Thomas
Subject: FW: Keystone Carbon Impact Patio Rail Safety Advisory 25-475

This has been released.



JAMES BOND

CATALOG MARKETING & PHOTOGRAPHY
CUSTOMER SERVICE

O: 574.535.1473

KEYSTONE | 2425 DAYIS DR. | PO BOX 2000 GOSHEN, IN 46527

From: news@mail.keystonerv.com <news@mail.keystonerv.com>
Sent: Thursday, December 18, 2025 9:52 AM
To: James Bond <bondj@keystonerv.com>
Subject: Keystone Carbon Impact Patio Rail Safety Advisory 25-475

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KEYSTONE

RECREATIONAL VEHICLE

SAFETY RECALL NOTICE

Safety Recall: US: **25V-844**

CAN: **2025-675**

Safety Advisory: 25-477

December 18, 2025

Keystone RV Company
SAFETY ADVISORY 25-477

Dear Keystone Dealers,

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2026 Carbon, Impact 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 be missing components for the patio railing. Under certain conditions during use, the

patio gap panels won't be able to be used as intended, leading to an increased risk of personal injury. The vehicles included in the recall are:

Models Included: 2026 - Carbon - 29WFO, 30WFO

Serial Number Range: TW805070 - TW805194

Models Included: 2026 - Impact - 2813, 2915

Serial Number Range: TW815046 - TW815191

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 25-477.

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 25-477](#), 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



KEYSTONE

CROSSROADS
Recreational Vehicles

 **Dutchmen**
Legendary Innovation. Trailblazing Value.



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