Reason for this recall

It has been decided if the transfer switch is not installed to the proper specifications, the elevated electrical loads associated with RV use in higher ambient temperatures may cause overheating of the lugs and degrading of the electrical connections. Specifically, if the set screw on the connector lug does have sufficient torque, it could result in increased resistance and higher temperatures on the metal lugs. This condition may result in further degradation of the electrical connections, elevated case temperatures and an increased risk of appliance and other property damage.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to inspect the transfer switch for evidence of heat damage and verify the torque of the set screws. If the inspection reveals evidence of heat damage, the switch will be replaced. The service and parts required for this corrective action will be provided at no charge to you.

What we need you to do

At your earliest convenience, please make an appointment to have your RV serviced by your dealership. The labor time to perform this correction is approximately one 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.

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. 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, please contact Keystone Customer Service by calling 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.safercar.gov.)