



**Keystone RV
Company™**

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 17V-439
Transport Canada: 2017-349
Safety Advisory: 17-290
August 28, 2017

Recall Population

2016-2017 Outback Travel Trailer
Models: 220URB, 240URS, 250URS, 255UBH, 293UBH
Serial Number Ranges:
2016 GB451572 – GB453831
2017 HB450028 – HB451985

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 listed below may have an incorrectly specified drawbar installed to tow the travel trailer. As a result, under certain stress conditions during travel the drawbar may bend leading to an increased risk of property damage and poor vehicle handling.

What we will do Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to bolt a reinforcement channel over the existing drawbar at attachment of the frame, effectively making it stronger than the original specification. The service and parts required for this corrective action will be provided at no charge to you.

What we need you to do 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 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. 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.safercar.gov>.)



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