



**Keystone RV  
Company**

**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

Safety Recall: 19V-129  
Transport Canada: 2019-108  
Safety Advisory: 19-347  
March 25, 2019

**Recall Population**

Model Year	Model	Serial Number Range
2019	Alpine, Model: 3850RD	KE780409 - KE780607
2018-2019	Avalanche, Models: 375RD, 376RD	JE760315 - JE761076 KE760015 - KE760515
2019	High Country Montana, Models: 372RD, 373RD	KA740840 - KA741609
2018-2019	Montana, Models: 3790RD, 3791RD	J4700384 - J4704210 K4700023 - K4701907

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 in the recall population have a MORryde cargo tray that may have insufficient fasteners used on the stop bracket. Under certain conditions when enough force is applied while opening the MORryde cargo tray, the fasteners may fail and the tray will not stop, allowing it to come all the way out of the compartment it is mounted in. This situation may lead to an increased risk of personal injury.

***What we will do*** Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is remove the affected fasteners and replace them with the new fasteners specified by MORryde. 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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