



KEYSTONE
RV COMPANY

RECREATIONAL VEHICLE
SAFETY RECALL NOTICE

Safety Recall: 20V-398
Transport Canada: 2020-315
Safety Advisory: 20-381
August 27, 2020

Recall Population

Year	Model	Serial Number Range
2019	Carbon 337, 347, 357, 364, 387, 403, 417	KR805259 - KR805460
2020	Carbon 337, 347, 348, 357, 358, 387, 403, 417	LR805000 - LR805238
2019	Cougar 23MLS, 24RDS, 25RES, 25RESWE, 27SGS, 29MBS, 29RDB, 29RDBWE, 29RES, 29RES, 29RKS, 302RLS, 307RES, 30RLS, 315RLS, 32BHS, 32DBH, 338RLK, 353SRX, 361RLW, 362RKS, 364BHL, 366RDS, 367FLS, 368MBI, 369BHS	K2506330 - K2512038 KR505856 - KR506005 KV506889 - KV512014 KC507270 - KC511158
2020	Cougar 23MLS, 24RDS, 25RES, 27SGS, 29MBS, 29RDB, 29RES, 29RKS, 302RLS, 307RES, 30RLS, 315RLS, 32BHS, 32DBH, 338RLK, 353SRX, 361RLW, 362RKS, 364BHL, 366RDS, 367FLS, 368MBI, 369BHS	L2500079 - L2504223 LV500202 - LV504445
2019	Fuzion 357, 369, 373, 410, 419, 424, 427, 429	KF810496 - KF811019
2020	Fuzion 357, 369, 373, 410, 419, 424, 427, 429, 430	LF810000 - LF810635
2019	Impact 311, 343, 351, 359, 367, 3219	KF815294 - KF815518
2020	Impact 311, 343, 359, 367, 415	LF815005 - LF815325
2019	Raptor 351, 354, 356, 415, 423, 427, 421CK, 424TS, 425TS, 426TS, 428SP	KR800347 - KR800788
2020	Raptor 351, 354, 356, 413, 415, 421CK, 423, 424TS, 425TS, 426TS, 427, 428SP, 429	LR800000 - LR800531

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 some Furrion over the air (OTA) antenna wings are separating from the mounting base on certain fifth wheel models. If the antenna wing completely separates from the mounting base while the recreational vehicle is in transit, it could become a road hazard, potentially increasing the risk of a crash or injury.

What we will do

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to replace the Furrion wing style antenna with a Winegard dome style antenna. The service and parts required for this corrective action will be provided at no charge to you.

What we need you to do

Inspect your antenna to see if it is loose or detached. 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.

PO Box 2000 – Goshen, IN 46527-2000
Phone: (574) 535-2100 – Fax: (574) 535-2199
www.keystonerv.com

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>.)

