



**Keystone RV  
Company™**

**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

Safety Recall: **18V-726**  
Safety Advisory: 18-333  
Transport Canada: 2018-579  
November 14, 2018

**Recall Population**

2019 Crossroads Cruiser Serial Number Range:  
K6320296 - K6320345

2019 Crossroads Volante Serial Number Range:  
K9360148, K9360507, K9360612 - K9360620

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 may have been manufactured with an incorrect awning switch. This condition will allow the awning to continue to unroll after the switch is released. Under certain conditions during travel, if the awning motor is allowed to unroll it can unfurl leading to an increased risk of property damage 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 remove the current P11 switch and install a P10 dynamic brake switch. 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>.)



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