



KEYSTONE
RV COMPANY

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 20V-351
Transport Canada: 2020-273
Safety Advisory: 20-375
July 24, 2020

Recall Population

Year	Model	Serial Number Range
2020	Alpine: 3121RS, 3120RS, 3700FL, 3651RL, 3701FL, 3711KP, 3713KB, 3320MK, 3801FK, 3712KB, 3790FK	LE780774 - LE780867
2020	Avalanche: 312RS, 313RS, 338GK, 339GK, 375RD, 376RD, 378BH, 379BH, 383FL, 396BH	LE760770 - LE760807
2020	Fuzion: 369, 373, 419, 424, 427, 430	LF810889 - LF810936
2020	Laredo: 225MK, 255SRL, 275RL, 284SBH, 290SRL, 294SBR, 296SBH, 298SRL, 325RL, 367BH	LE601180 - LE601237
2020	Montana: 3120RL, 3121RL, 3740FK, 3760FL, 3761FL, 3780RL, 3781RL, 3790RD, 3791RD, 3812MS, 3813MS, 3854BR, 3855BR	L4702651 - L4702826
2020	Raptor: 351, 356, 415, 423, 429	LR800754 - LR800772
2020	Redwood: 3901MB, 3911RL	L9340170, L9340171, L9340172, L9340173, L9340174, L9340179, L9340180
2020	Voltage	LZ990681, LZ990687, LZ990700, LZ990717

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 in certain Lippert Components, Inc. (LCI) 3000-Series frameless windows, there is a potential poor adhesive bond between the hinge extrusion and the latch extrusion to the glass. If the adhesion bond fails where the glass meets the hinge frame, the window glass could partially detach or completely separate. If the window completely separates while the vehicle and/or trailer is in transit, it could become a road hazard, potentially increasing the risk of a crash or injury. Keystone is not aware of any crashes or injuries related to this condition.

What we will do

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is that dealers will be instructed to inspect all LCI 3000 series crank out vent and egress windows from the affected production period for proper adhesive bond strength where the glass meets the hinged frame. If the glass shows evidence of separation (not adhering), the glass will be replaced free of charge. The service and parts required for this corrective action will be provided at no charge to you.

What we need you to do

Customers can inspect windows to see if they are loose. 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 1/2 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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