



**Keystone RV  
Company**

**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

Safety Recall: 17V-667  
Transport Canada: 2017-521  
Safety Advisory: 17-303  
November 13, 2017

**Recall Population**

Year & Product	Model	Serial Number Range
2018 Crossroads Cruiser	28RD, 29BH	J6320004 - J6320297
2017 Crossroads Sunset	239BH, 264BH, 289QB, 28BH, 291RK, 33SI	HE020478 - HE021482
2017 Crossroads Sunset	200RD, 210FK, 21FK, 239BH, 264BH, 289QB, 28BH, 291RK, 33SI	H5350000 - H5350756
2017 Crossroads Sunset	240BH, 240BI, 264BH, 270BH, 28BH, 290QB, 300RK, 310RL, 33BD, 33RL	HE019672 - HE020628
2018 Crossroads Sunset	239BH, 264BH, 289QB, 28BH, 291RK, 33SI	J5350000 - J5350228
2017 Crossroads Volante	26RB, 270BH, 290RL, 310BH, 33BH	H6360360 - H6360434
2018 Crossroads Volante	270BH, 290RL, 310BH, 33BH, 33SB, 360DB	J6360021 - J6360084
2017 Crossroads Zinger	328SB, 333DB	HS370817 - HS370851
2018 Crossroads Zinger	27BK, 290KB, 30BQ, 328SB, 333DB, 33BH	JS370020 - JS370447

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 the vehicles in this recall population that were equipped with an exterior Flame King Cook Top may have a corrugated fiberboard protector for the propane regulator and may be susceptible to fire if the burner flame inverts because of a breeze or an oversized pan is used. If the fiberboard regulator cover catches fire, there is an increased risk personal injury and property damage.

***What we  
will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to inspect the corrugated fiber board protector and the burner top for possible damage. If no damage is present the existing fiber board regulator cover is to be replaced with a metal cover. If there is damage to the corrugated fiber board protector the cook top will be replaced. 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 a 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. Crossroads Customer Service is available toll-free at 1-855-226-7496.

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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