



**Keystone RV  
Company™**

**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

Safety Recall: **19V-763**  
 Transport Canada: 2019-531  
 Safety Advisory: 19-362  
 November 18, 2019

**Recall Population**

2019 – 2020 Sunset Travel Trailers:

Model 242BH

Serial Number Ranges:

**2019 K5351103 - K5352279**

**2020 L5350005 - L5350948**

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 an interior range cooktop that the burner flame may be affected during furnace operation. Under certain conditions during furnace operation, the interior range cooktop burner flame can invert leading to an increased risk of personal injury, and/or fire.

***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 operation of the interior range cooktop with furnace running and repair units that are affected. 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)**