



**Keystone RV
Company™**

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 17V-505

Safety Advisory: 17-296

August 18, 2017

Recall Population:

2018 Redwood – Serial #J9340030 through #J9340168

2018 Cameo – Serial #J9310005 through #J9310026

Crossroads RV (Crossroads) has decided that a defect which relates to motor vehicle safety exists in the vehicles listed above. As a result, Crossroads 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 this recall population may have a propane manifold under the kitchen slide that can come into contact with the main floor of the unit causing damage to the propane line. If the propane manifold comes into contact with the main floor when the slide room is retracted and/or during travel, there is an increased risk of damage to the manifold which may result in a propane leak leading to an increased risk of fire, 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 reposition the propane manifold on the slide room bar and remove a section of metal trim along the main floor line to provide additional clearance for the propane manifold. 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>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler

Vice President Service Operations

cc: National Highway Traffic Safety Administration (NHTSA)



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