



**Keystone RV  
Company™**

**RECREATIONAL VEHICLE  
SAFETY RECALL NOTICE**

Safety Recall: 18V-790  
Safety Advisory: 18-339  
Transport Canada: 2018-627  
November 20, 2018

**Recall Population**

2018-2019 Raptor 353TS

**Serial Number Ranges:**

2018 JR800174 - JR800902

2019 KR800029 - KR800268

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 this recall population have been manufactured with tires that may come into contact with the frame outriggers. The tires and frame outriggers touching during travel may lead to an increased risk of property damage and poor vehicle handling.

***What we  
will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to cut a notch in the affected frame outrigger allowing a minimum of 3 inches of clearance between the tire and the frame outrigger. 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>.)



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