



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

## Part 573 Safety Recall Report

## 25V321

**Manufacturer Name:** Keystone RV Company

**Submission Date:** May 15, 2025

**NHTSA Recall No.:** 25V321

**Manufacturer Recall No.:** 25-468

### Manufacturer Information

### Population

**Manufacturer Name:** Keystone RV Company

**Address:** PO Box 2000  
2642 Hackberry Drive  
Goshen IN, 46527

**Total number of potentially involved:** 248

**Estimated percentage with defect:** 100%

### Vehicle Information

**Vehicle 1:** 2024-2025 Keystone Voltage 4135, 4225

**Product Category:** Trailers

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** May 20, 2024 - Apr 15, 2025

**Number of potentially involved:**

**Descriptive Information:**

Affected models.  
Voltage unit count 35

**Vehicle 2:** 2025-2025 Keystone Springdale 266DECK

**Product Category:** Trailers

**Product Type:**

**Fuel / Propulsion:**

**Production Dates:** Aug 27, 2024 - Dec 11, 2024

**Number of potentially involved:**

**Descriptive Information:**

Affected model.  
Springdale unit count 12

**Vehicle 3:** 2025-2025 Keystone Retreat, 391FSRL, 39FSRL

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**25V321****Product Category:** Trailers**Product Type:****Fuel / Propulsion:****Production Dates:** Jul 17, 2024 - Feb 20, 2025**Number of potentially involved:****Descriptive Information:**Affected models.  
Retreat unit count 29**Vehicle 4:** 2025-2025 Keystone Residence 401FLFT, 401FSRL, 40FLFT, 40FSRL**Product Category:** Trailers**Product Type:****Fuel / Propulsion:****Production Dates:** Jun 06, 2024 - Feb 21, 2025**Number of potentially involved:****Descriptive Information:**Affected models.  
Residence unit count 41.**Vehicle 5:** 2024-2024 Keystone Raptor**Product Category:** Trailers**Product Type:****Fuel / Propulsion:****Production Dates:** May 14, 2024 - May 29, 2024**Number of potentially involved:****Descriptive Information:**All models.  
Raptor unit count 26**Vehicle 6:** 2025-2025 Keystone Hideout 26PATIO**Product Category:** Trailers**Product Type:****Fuel / Propulsion:****Production Dates:** Aug 26, 2024 - Dec 02, 2024

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**25V321****Number of potentially involved:****Descriptive Information:**

Affected model.  
Hideout unit count 19.

**Vehicle 7:** 2024-2025 Keystone Fuzion**Product Category:** Trailers**Product Type:****Fuel / Propulsion:****Production Dates:** May 08, 2024 - Dec 05, 2024**Number of potentially involved:****Descriptive Information:**

All models.  
Fuzion unit count 86

## Defect / Noncompliance Description

**Description of the defect or noncompliance:**

It has been decided that the vehicles in the recall population may have steps that can detach while in use.

**FMVSS1:****FMVSS2:****Description of the safety risk, including crash, fire, death, injury:**

Under certain conditions during use the receiver may come loose and disengage from the bracket leading to an increased risk of personal injury,

**Description of the cause:**

The receiver for the step was not installed with the required thread locking compound.

**Identification of any warning that can occur:**

The step receiver will become loose.

## Component Manufacturer

**Tier of Supplier:**

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**Supplier Type:**
**Name:** MorRyde

**Address:** 1966 Sterling Avenue  
Elkhart, IN, 46516

**Country:** United States

## Involved Components

**Component Name 1:** Step

**Component Description:** Step-Entrance - 4 Step - Clip On - 23.5" Tread - Front Mount - Patio - New Clip On

**Component Part Number:** 713012

**Component Name 2:** Step

**Component Description:** Step - 19 1/2" Tread - Tall - 3 Step - Front Mount - w/2 Wall Plates - For Patio Ramp Door - Skid

**Component Part Number:** 729754

**Component Name 3:** Ramp Door

**Component Description:** Garage - Ramp Door - 93.845" x 97.423" - Side Exit - Swing Around - 2.0 - No Brackets - Black - Designed for Patio Railing Kit

**Component Part Number:** 645991

**Component Name 4:** Ramp Door

**Component Description:** Garage - Ramp Door - 90"W x 82"H - For Rear Patio - Hydrosafe - White

**Component Part Number:** 747728

**Component Name 5:** Ramp Door

**Component Description:** Garage - Ramp Door - Polar White - 93.595" x 97.423" - w/Patio - Zero Gravity - Weatherproof Core

**Component Part Number:** 701281

## Chronology

4/21/2025 – Report was made email from Vendor. 4/23/2025 – Investigation opened. All affected units had left the facility. All stock parts were inspected and corrected. 4/23/2025 – Warranty claims for step

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detaching include 0 claims. 05/07/2025 – Keystone Safety Committee reviewed the information and concluded that the data reviewed indicated a unanimous vote for a voluntary recall. Investigation called for to determine affected unit range. 05/13/2025 – Investigation concluded and scope completed.

**Related NHTSA Recall Number:**

## Description of Remedy

**Remedy Type:**

**Consumer Advisories:** ☐ Do Not Drive ☐ Park Outside

**Description of remedy program:**

The remedy is installing a new bracket and hardware. Manufacturer Reimbursement Plan on file as of 10/3/2024. General reimbursement plan to be updated every two years. New vehicles are covered under warranty.

**How remedy component differs from recalled component:**

The remedy components will be verified to have the required thread locking fluid. Clip on Bracket STP57-515 / STP-641

**Identify how/when recall condition was corrected in production:**

Parts were quarantined, inspected then repaired as indicated by inspection.

## Reimbursement Plan

**Description of reimbursement program:**

**Period of reimbursement:**

**Costs to be reimbursed:**

**Address for reimbursement claims:**

## Recall Schedule

**Description of recall schedule:**

Keystone will notify the dealers and owners of the recreational vehicles by letter. A final copy of the owner letter will be provided to NHTSA, along with the dealer repair procedures.

**Part 573 Safety Recall Report****25V321****Planned Dealer Notification Date:** Jul 07, 2025 - Jul 07, 2025☐ No Dealers**Planned Interim Owner Notification Date:**☐ No Owners**Planned Remedy Owner Notification Date:** Jul 07, 2025 - Jul 07, 2025☐ Phased Recall**Date when VIN will be searchable:**