

# Part 573 Safety Recall Report

# 19V-763

**Manufacturer Name :** Keystone RV Company**Submission Date :** OCT 24, 2019**NHTSA Recall No. :** 19V-763**Manufacturer Recall No. :** 19-362**Manufacturer Information :**

Manufacturer Name : Keystone RV Company

Address : PO Box 2000  
2642 Hackberry Drive Goshen IN  
46527

Company phone : 574-535-2100

**Population :**

Number of potentially involved : 157

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2019-2020 Crossroads Sunset 242BH

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Model 242BH

Production Dates : AUG 09, 2018 - AUG 15, 2019

VIN Range 1 : Begin : 4YDT24229K5351103 End : 4YDT24227K5352279

☒ Not sequential

VIN Range 2 : Begin : 4YDT24222L5350005 End : 4YDT24221L5350948

☒ Not sequential**Description of Defect :**

Description of the Defect : 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.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : 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.

Description of the Cause : The interior range cooktop is installed in a cabinet that is not entirely sealed from the furnace cavity.

Identification of Any Warning that can Occur : When the furnace and interior range cooktop are operated at the same time, it may affect the burner flames causing the interior range cooktop surface to get very hot.

**Supplier Identification :**

**Component Manufacturer**

Name : NR  
Address : NR  
NR  
Country : NR

**Chronology :**

9/10/2019 – Report was made through a warranty claim that the interior range cooktop burner was affected by furnace operation. No similar models currently being built. More information to be gathered from dealer stock units.

9/23/2019 – Next run of production reviewed and made appropriate changes to cabinet openings to alleviate inverted flame condition. All models reviewed for similar installation. Investigation opened to determine scope and range of affected VINs.

10/23/2019 – Investigation concluded and scope completed.

**Description of Remedy :**

Description of Remedy Program : The remedy is to inspect operation of the interior range cooktop with furnace running and repair units that are affected. Manufacturer Reimbursement Plan on file as of 10/25/2018. General reimbursement plan to be updated every two years. New vehicles are covered under warranty.

How Remedy Component Differs from Recalled Component : The cabinet will have a plywood panel installed when needed to separate the interior range from the furnace.

Identify How/When Recall Condition was Corrected in Production : Units were quarantined, inspected then repaired as indicated by inspection.

**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.

Planned Dealer Notification Date : DEC 16, 2019 - DEC 16, 2019

Planned Owner Notification Date : DEC 16, 2019 - DEC 16, 2019

\* NR - Not Reported