

Part 573 Safety Recall Report

20V-715

Manufacturer Name : Keystone RV Company

Submission Date : NOV 18, 2020

NHTSA Recall No. : 20V-715

Manufacturer Recall No. : 20-391



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 : 1,296

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2021 Keystone Outback 335CG, 340BH

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : 335CG and 340BH floor plans with a drop frame

Production Dates : AUG 08, 2018 - OCT 28, 2020

VIN Range 1 : Begin : 4YDT34026KB451063 End : 4YDT34027KB452951

☒ Not sequential

VIN Range 2 : Begin : 4YDT33520LB450012 End : 4YDT33522LB453963

☒ Not sequential

VIN Range 3 : Begin : 4YDT34025MB450019 End : 4YDT34027MB452323

☒ Not sequential

Description of Defect :

Description of the Defect : It has been decided that the vehicles in the recall population may have a section of frame rail with inadequate support where the draw bar is attached.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain conditions during travel, the frame rail may yield and buckle possibly leading to an increased failure and vehicle crash.

Description of the Cause : The frame rail was inadequately supported where it attaches to the drawbar.

Identification of Any Warning that can Occur : The frame rail has a visible buckle in it around where the drawbar attaches to the frame rail.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Norco Industries

Address : 2600 Jeanwood Drive
Elkhart INDIANA 46514

Country : United States

Chronology :

10-13-2020 – Report was made via Norco that claims had been made on buckling frames. Engineering presented the information on 4 units that had claims and that an investigation was needed to determine the scope and risk.

10-28-2020 – Current units were put on hold and frame supports would be added going forward until updated frame would be manufactured by Norco. Ship yard put on hold and frame supports were added. Range and scope of affected units to be determined.

11-12-2020 – Investigation concluded and scope completed.

Description of Remedy :

Description of Remedy Program : The remedy is add reinforcement plates to the existing frame. Manufacturer Reimbursement Plan on file as of 10/07/2020. General reimbursement plan to be updated every two years. New vehicles are covered under warranty.

How Remedy Component Differs from Recalled Component : The frame is being reinforced by adding plates to the frame in the area where the drawbar is mounted.

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 : JAN 15, 2021 - JAN 15, 2021

Planned Owner Notification Date : JAN 15, 2021 - JAN 15, 2021

* NR - Not Reported