

Part 573 Safety Recall Report

24V-899

Manufacturer Name : Keystone RV Company**Submission Date :** NOV 27, 2024**NHTSA Recall No. :** 24V-899**Manufacturer Recall No. :** 24-459**Manufacturer Information :****Population :**

Manufacturer Name : Keystone RV Company

Number of potentially involved : 303

Address : PO Box 2000
2642 Hackberry Drive Goshen IN
46527

Estimated percentage with defect : 100 %

Company phone : 574-535-2100

Vehicle Information :

Vehicle 1 : 2025-2025 Keystone Arcadia

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Floor plans that use Curt Helux Pin Box may be affected.
Arcadia unit count 20

Production Dates : OCT 15, 2024 - OCT 17, 2024

VIN Range 1 : Begin : 4YDFARM23SE550223 End : 4YDFARN29SE550242 ☒ Not sequential

Vehicle 2 : 2025-2025 Keystone Cougar 260MLE, 290RLS, 316RLS, 320RDS, 360MBI, 364BHL

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Floor plans that use Curt Helux Pin Box may be affected.
Cougar unit count 283

Production Dates : OCT 07, 2024 - NOV 19, 2024

VIN Range 1 : Begin : 4YDFCGT20S2502292 End : 4YDFCGS26S2502928 ☒ Not sequential**Description of Defect :**

Description of the Defect : It has been decided that the vehicles in the recall population are assembled with fasteners that may have been improperly torqued on some Helux pin boxes.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain conditions during travel, if the fasteners are not properly

Description of the Safety Risk : torqued and become loose or fall out, the pin box may detach from the tow vehicle leading to an increased risk of personal injury or vehicle crash.

Description of the Cause : The fasteners used to assemble the Helux pin box may not have been properly torqued.

Identification of Any Warning that can Occur : Excessive noise from the pin box or erratic towability.

Involved Components :

Component Name 1 : CURT Helux Pin Box

Component Description : Curt Helux Fifth Wheel Pin Box

Component Part Number : 2024032921, 2024032924, 2024032925, 2024032926

Supplier Identification :

Component Manufacturer

Name : Lippert

Address : 2020 Blakesley Pkwy
Bristol Indiana 46507

Country : United States

Chronology :

11/18/2024 – Report was made phone call from vendor due to an audit.

11/18/2024 – Investigation opened. All affected units were put on hold and yard was inspected and all units on the yard were fixed.

11/18/2024 – There are no claims reported on this issue at this time.

11/25/2024 – 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.

11/26/2024 – Investigation concluded and scope completed.

Description of Remedy :

Description of Remedy Program :	The remedy is to properly torque the fasteners on the CURT Helux Pin Box. 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 fasteners on the Helux Pin Boxes, 2024032921, 2024032924, 2024032925, 2024032926, will be torqued properly.
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 23, 2025 - JAN 23, 2025
Planned Owner Notification Date :	JAN 23, 2025 - JAN 23, 2025

* NR - Not Reported