

Part 573 Safety Recall Report

18V-143

Manufacturer Name : Keystone RV Company

Submission Date : APR 03, 2018

NHTSA Recall No. : 18V-143

Manufacturer Recall No. : 18-315



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 : 2,958

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2018 Keystone Hideout 175LHS, 177LHS, 178LHS, 185LHS

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Models using Norcold N306 mini refrigerators.

Production Dates : FEB 01, 2018 - FEB 28, 2018

VIN Range 1 : Begin : 4YDT17813JW248996 End : 4YDT18516JW250803 ☒ Not sequential

Vehicle 2 : 2018-2018 Keystone Passport 173RBRV

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Models using Norcold N306 mini refrigerators.

Production Dates : OCT 02, 2017 - OCT 05, 2017

VIN Range 1 : Begin : 4YDT17319JW414140 End : 4YDT1731XJW414227 ☒ Not sequential

Vehicle 3 : 2018-2018 Keystone Summerland 1750RD, 1800BH, 1700FQ, 1850FL

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Models using Norcold N306 mini refrigerators.

Production Dates : DEC 12, 2017 - MAR 08, 2018

VIN Range 1 : Begin : 4YDT17512JW153558 End : 4YDT18019JW155322 ☒ Not sequential

Vehicle 4 : 2018-2018 Dutchmen Aspen Trail 1600RB, 1700BH, 1800RB, 1750RD

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Models using Norcold N306 mini refrigerators.

Production Dates : SEP 22, 2017 -JAN 26, 2018

VIN Range 1 :Begin : 4YDT16015JH922060 End : 4YDT17012JH923527 ☒ Not sequential

Vehicle 5 : 2018-2018 Dutchmen Coleman 18FQ, 17RD, 17FQ, 16FB

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Models using Norcold N306 mini refrigerators.

Production Dates : SEP 20, 2017 -FEB 12, 2018

VIN Range 1 :Begin : 4YDT16F10JH935273 End : 4YDT18F19JH939219 ☒ Not sequential

Vehicle 6 : 2018-2018 Crossroads Zinger 18SS,18RB,18BH,18RD

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Models using Norcold N306 mini refrigerators.

Production Dates : DEC 13, 2017 -JAN 18, 2018

VIN Range 1 :Begin : 4YDT18R11JS372065 End : 4YDT18S18JS372364 ☒ Not sequential

Description of Defect :

Description of the Defect : It has been decided that the vehicles in the recall population have a Norcold N306 refrigerator (mini refrigerator) with a gas valve test port screw that may be loose or missing.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : When using the Norcold mini refrigerator on "Gas" mode if the test port screw is loose or missing propane gas can leak from the gas valve. If propane gas leaks during use it can be ignited, leading to an increased risk of personal injury and/or property damage.

Description of the Cause : Norcold has informed Keystone of an internal issue with the handling of the gas valve within Norcold's manufacturing facility which may cause the test port screw to be loose or missing.

Identification of Any Warning that can Occur : Propane gas has an odorant added to it called ethyl mercaptan that gives the gas a smell of rotten eggs. This would be evident in the case of a propane leak. In addition Keystone installs LP detectors in all of products.

Supplier Identification :

Component Manufacturer

Name : Thetford Corporation / Norcold, Inc.
Address : 600 S. Kuther Rd
P.O. Box 180 Sidney 45365
Country : United States

Chronology :

12/13/2017 – A Norcold N306 mini refrigerator caught fire, which was contained, during production and a report was made to Norcold. At the time this was believed to be an isolated incident by the production team.
1/22/2018 – Another Norcold N306 mini refrigerator caught fire and like the first incident this was likewise contained. This incident was also reported to Norcold.
1/31/2018 – it was reported to Keystone Compliance that an issue with the gas valve test port screws was being investigated through production and Norcold, this was reported by Keystone engineering. Keystone opened an investigation with Norcold.
2/1/2018 – Norcold inspected all mini refrigerators at Keystone. Norcold to investigate and report findings.
2/5/2018 – Through normal warranty process it was found that on 2/2/18 a Norcold mini refrigerator caught fire during a pre-delivery inspection at a dealer in Florida. A Keystone inspector was sent to Florida to determine the cause and found that the test port screw was missing on 2/5.
2/8/2018 – Received a call From Norcold, Mary Pouliot VP of customer service, an investigation was being made to find the cause of this issue.
2/23/18 – Received information from Norcold regarding date range of affected product.
2/27/2018 – Investigation concluded and scope completed.

Description of Remedy :

Description of Remedy Program :	The remedy is remove the mounting screws from the front of the mini refrigerator and pull it out of the cabinet about 4 inches to expose the gas valve test port screw. Once the screw is exposed tighten it and reinstall the mini refrigerator. If the test port screw is missing one will need to be installed.
How Remedy Component Differs from Recalled Component :	NA
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 :	APR 23, 2018 - APR 23, 2018

Planned Owner Notification Date : APR 23, 2018 - APR 23, 2018

* NR - Not Reported