



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 18, 2019

Mr. Garrett Carolus  
Keystone RV Company  
P.O. Box 2000  
Goshen, IN 46527

NEF-150KL  
19V-108

**Subject:** Pin Box Mounting Bolts Insufficiently Tightened

Dear Mr. Carolus:

This letter serves to acknowledge Keystone RV Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CROSSROADS/REDWOOD/2019

**Mfr's Report Date:** February 19, 2019

**NHTSA Campaign Number:** 19V-108

**Components:**

TRAILER HITCHES:FIFTH WHEEL ASSEMBLY

**Potential Number of Units Affected:** 128

**Problem Description:**

Keystone RV Company (Keystone) is recalling certain 2019 Crossroad Redwood recreational trailers, equipped with MORryde Rubber Pin Boxes. The pin box mounting bolts may have been insufficiently tightened, possibly resulting in the trailer separating from the tow vehicle.

**Consequence:**

A separation of the trailer can increase the risk of a crash.

**Remedy:**

Keystone has notified owners, and dealers will properly tighten the mounting bolts for the pin box, free of charge. The recall began on February 28, 2019. Owners may notify Keystone customer service at 1-866-425-4369. Keystone's number for this recall is 19-346.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

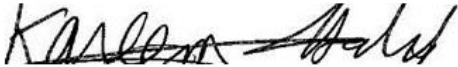
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kristin Lepper who may be reached by phone at 202-366-5227, or by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Kareem Habib  
Acting Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement