

Part 573 Safety Recall Report

19V-440

Manufacturer Name : Keystone RV Company

Submission Date : JUN 11, 2019

NHTSA Recall No. : 19V-440

Manufacturer Recall No. : 19-355



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 : 54

Estimated percentage with defect : 4 %

Vehicle Information :

Vehicle 1 : 2020-2020 Crossroads Cruiser 27MK, 29SI, 28RD, 24RL, 29RK

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Models with furnace vents mounted in the side skirt metal

Production Dates : APR 22, 2019 - MAY 06, 2019

VIN Range 1 : Begin : 4YDF27M22L6320010 **End :** 4YDF29R26L6320063 **Not sequential**

Description of Defect :

Description of the Defect : It has been decided that the vehicles in the recall population may not have the furnace exhaust vent installed on some units.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : During use of the furnace without an exhaust vent installed, the risk of carbon monoxide poisoning is significantly increased, leading to an increased risk of personal injury.

Description of the Cause : During an employee change, the furnace exhaust vent installation was overlooked, and it was not installed on some units.

Identification of Any Warning that can Occur : Safety alarms inside of the travel trailer will alert the presence of carbon monoxide.

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

5/29/2019 – Report was made through a warranty claim that there was no furnace exhaust vent installed on a Cruiser during PDI at a dealership. Pre-investigation opened. All affected Cruiser Fifth Wheels were put on hold and the furnace exhaust vents were inspected. None were found to be missing.
5/30/2019 – A phone investigation campaign was initiated to investigate if any other units were affected.
6/5/2019 – One more unit was found out of 36 units inspected. Investigation opened for range and scope. Investigation called for to determine affected unit range.
6/6/2019– Investigation concluded and scope completed. Phone campaign extended for remaining 19 units to alert dealers to inspect for missing furnace vents before retail sale.

Description of Remedy :

Description of Remedy Program : The remedy is to inspect for furnace exhaust vents and install if missing.
How Remedy Component Differs from Recalled Component : The new employee was trained properly on the furnace exhaust vent installation process.
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 : JUL 10, 2019 - JUL 10, 2019
Planned Owner Notification Date : JUL 10, 2019 - JUL 10, 2019

* NR - Not Reported