



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

1200 New Jersey Avenue SE
Washington, DC 20590

November 15, 2019

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

NEF-150KL
19V-763

Subject: Cooktop Burner Flames May Invert

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/SUNSET/2019-2020

Mfr's Report Date: October 25, 2019

NHTSA Campaign Number: 19V-763

Components:

EQUIPMENT:RECREATIONAL VEHICLE:LPG FURNACE

Potential Number of Units Affected: 157

Problem Description:

Keystone RV Company (Keystone) is recalling certain 2019-2020 Crossroads Sunset trailers, model 242BH. The interior range cooktop is installed in a cabinet that may not be entirely sealed from the furnace cavity. As a result, during furnace operation, the interior range cooktop burner flame may invert.

Consequence:

If the cooktop burner flames invert, there is an increased risk of a fire and injury.

Remedy:

Keystone will notify owners, and dealers will inspect the interior range cooktop with the furnace running, sealing it as necessary, free of charge. The recall is expected to begin December 16, 2019. Owners may contact Keystone customer service at 1-866-425-4369. Keystone's number for this recall is 19-362.

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.

We have received Keystone's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), 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. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement