



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 28, 2020

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

NEF-150KL
20V-037

Subject: WiFi Prep Improper Circuit Protection

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/CAMEO/2020
CROSSROADS/CRUISER/2020
CROSSROADS/HAMPTON/2020
CROSSROADS/REDWOOD/2020
CROSSROADS/SUNSET/2020
CROSSROADS/VOLANTE/2020

Mfr's Report Date: January 23, 2020

NHTSA Campaign Number: 20V-037

Components:

ELECTRICAL SYSTEM:WIRING

Potential Number of Units Affected: 1,112

Problem Description:

Keystone RV Company (Keystone) is recalling certain 2020 Crossroads Cameo (models 3201RL, 320RL, 3701RL, 370RL, 3801RK, 380RK, 3891MK, 389MK, 3921BR, 392BR, 3961MB, 396MB, 4021FK, 402FK), Crossroads Cruiser (models 24RL, 27MK, 28BH, 28BH, 28RD, 28RKS, 29RK, 29SI, 30BH, 30RLS, 3311RD, 3391RL, 33BHB, 3851BL, 385BL), Crossroads Hampton (models 364MBL, 370FDL, 371FKL, 372FDB, 374BAR, 375DBL), Crossroads Volante (models 240RL, 270BH, 28BH, 295BH, 310BH, 3201IK, 3251RD, 325RD, 325RL, 326RK, 329DB, 32SB, 33DB, 3601LF, 360DB, 360LF, 370BR, 3801MD, 3851FL, 3861BL), Crossroads Redwood (models 3901MB, 3951MB, 3981FK, 3951WB, 3901WB, 3991RD, 400LK, 4001LK, 391RL, 390MB, 390WB) and Crossroads Sunset (models 185RK, 186BH, 212RB, 215BH, 222RB, 242BH, 253RB, 257FK, 259RL, 272BH, 285CK, 288BH, 289QB, 291RK, 309RK, 330SI, 331BH, 332QB) trailers.

The WiFi prep wiring may have improper circuit protection between the Wi-Fi switch and the Wi-Fi prep.

Consequence:

In the event of a short circuit in the wiring, there may be an increased risk of fire.

Remedy:

Keystone will notify owners, and dealers will correct the circuit protection, free of charge. The recall is expected to begin March 20, 2020. Owners may contact Keystone customer service at 1-866-425-4369. Keystone's number for this recall is 20-368.

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 it is currently under review. You will be notified of any changes or concerns once our review is complete.

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