



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 19, 2020

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

NEF-150KL
20V-351

Subject: Frameless Window Glass Panels May Detach

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/2020
DUTCHMEN/VOLTAGE/2020
KEYSTONE/ALPINE/2020
KEYSTONE/AVALANCHE/2020
KEYSTONE/FUZION/2020
KEYSTONE/LAREDO/2020
KEYSTONE/MONTANA/2020
KEYSTONE/RAPTOR/2020

Mfr's Report Date: June 12, 2020

NHTSA Campaign Number: 20V-351

Components:

VISIBILITY:GLASS, SIDE/REAR

Potential Number of Units Affected: 428

Problem Description:

Keystone RV Company (Keystone) is recalling certain 2020 Alpine, Avalanche, Fuzion, Laredo, Montana, Raptor, Crossroads Redwood, and Dutchmen Voltage trailers. The adhesive bond between the glass and the metal frame of the frameless windows may fail which can allow the glass to detach while moving.

Consequence:

If the window glass detaches while the vehicle is moving it could become a projectile, increasing the risk of injury or a crash.

Remedy:

Keystone will notify owners, and dealers will inspect the windows for proper adhesive bond strength, replacing the windows as necessary, free of charge. This recall is expected to begin July 29, 2020. Owners may contact Keystone customer service at 1-866-425-4369. Keystone's number for this recall is 20-375.

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.

NHTSA has reviewed and approved Keystone's draft owner letter on June 17, 2020.

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