

NHTSA 20V351

Keystone RV

### Supplemental Chronology

2/7/2020 – Report was made in production that the adhesive bond between the glass and the metal hinge frame on the LCI window vents were failing.

2/11/2020 – Keystone began investigating the issues. All affected units had already been put on hold and LCI windows were inspected and subjected to a pull test by Lippert representatives. Windows that detached were replaced upon inspection.

2/20/2020 – Keystone Safety Committee reviewed the information and concluded that the data reviewed indicated a similar condition to a previous Service Campaign 17-276 involving glue bond failures. No reports were made that would indicate that failures happened during travel would lead to accidents or injury. It was determined to release a Service Campaign on affected units. Investigation initiated to determine affected unit range.

3/11/2020 – Mailings to dealer and Retail customers were sent out alerting owners of the service campaign. Dealers were alerted on the online dealer portal that units involved in the campaign would need to be remedied.

3/18/2020 to 5/4/2020 – Operations at Keystone, and at Keystone's dealers were impacted by COVID-related stay-at-home orders. On 3/23/2020, Indiana issued a "stay-at-home" order, and during this time, Keystone closed most of its operations, and Keystone dealers around the country shut down or had minimal operations in accordance with applicable stay-at-home orders. During the week of 3/23/2020, Keystone began closing most of its operations to observe social distancing guidance. skeleton crew retained to maintain minimal operations.

5/4/2020 to 5/11/2020 – Keystone began returning its workforce.

5/18/2020 – NHTSA contacted Keystone regarding the service campaign to address the LCI-window issue.

5/26/2020 – Keystone responded to NHTSA, providing additional background on the issue.

5/27/2020 to 6/4/2020 – Keystone learned that NHTSA had also contacted a sister company (Jayco) regarding a service bulletin that company issued for the same window issue. Keystone re-evaluated the window issue and reviewed recent recalls related to window failures for potential similarities.

6/5/2020 – Although there have been no claims of separation involving retail customers and no accidents or injuries related to this issue, following communications with NHTSA and having received information that dealer inspections revealed several units in dealer inventory with poor adhesion, Keystone decided to convert the service campaign into a safety recall.