



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 30, 2020

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

NEF-150KL  
20V-428

**Subject:** Generator Transfer Switch may be Improperly Wired

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:**

KEYSTONE/FUZION/2020-2021  
KEYSTONE/IMPACT/2020-2021

**Mfr's Report Date:** July 24, 2020

**NHTSA Campaign Number:** 20V-428

**Components:**

ELECTRICAL SYSTEM:WIRING

**Potential Number of Units Affected:** 594

**Problem Description:**

Keystone RV Company (Keystone) is recalling certain 2020-2021 Keystone Fuzion (models 357, 369, 373, 379, 419, 424, 427, 429 and 430) and Impact (models 26V, 28V, 29V, 311, 317, 330, 343, 359, 367 and 415) toy hauler travel trailers. The generator transfer switch may be incorrectly wired with the transfer switch "Line" wiring (shore cord) and "Load" wiring (power center wiring) reversed, allowing the generator power to energize the shore power connection.

**Consequence:**

A generator that is able to energize the shore power connection may increase the risk of injury.

**Remedy:**

Keystone will notify owners, and dealers will run the generator to check for the proper power output, correcting the wiring as necessary, free of charge. The recall is expected to begin August 27, 2020. Owners may contact Keystone customer service at 1-866-425-4369. Keystone's number for this recall is 20-382. Note: If there is no power inside the unit while the generator is running, owners are instructed to discontinue using the generator until the recall remedy is performed.

**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](http://www.safercar.gov).

Please be reminded of the following requirements:

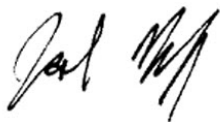
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification 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](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



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