

# Part 573 Safety Recall Report

# 20V-428

**Manufacturer Name :** Keystone RV Company**Submission Date :** JUL 24, 2020**NHTSA Recall No. :** 20V-428**Manufacturer Recall No. :** 20-382**Manufacturer Information :**

Manufacturer Name : Keystone RV Company

Address : PO Box 2000  
2642 Hackberry Drive Goshen IN  
46527

Company phone : 574-535-2100

**Population :**

Number of potentially involved : 594

Estimated percentage with defect : 50 %

**Vehicle Information :**

Vehicle 1 : 2020-2021 Keystone Fuzion 357, 369, 373, 379, 419, 424, 427, 429, 430

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Floorplans: 357, 369, 373, 379, 419, 424, 427, 429, 430  
Model Fuzion 420 units.

Production Dates : JAN 21, 2020 - MAY 13, 2020

VIN Range 1 : Begin : 4YDF37326LF810917 End : 4YDF43037LF811206  Not sequentialVIN Range 2 : Begin : 4YDF42732MF810000 End : 4YDF4293XMF810131  Not sequential

Vehicle 2 : 2020-2021 Keystone Impact 26V, 28V, 29V, 311, 317, 330, 343, 359, 367, 415

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Floorplans: 26V, 28V, 29V, 311, 317, 330, 343, 359, 367, 415  
Impact models 174 units.

Production Dates : JAN 21, 2020 - MAY 12, 2020

VIN Range 1 : Begin : 4YDF31128LF815472 End : 4YDF36724LF815604  Not sequentialVIN Range 2 : Begin : 4YDT28V28MF815000 End : 4YDF4153XMF815040  Not sequential**Description of Defect :**

Description of the Defect : It has been decided that the vehicles in the recall population have a generator transfer switch that is incorrectly wired allowing the generator power to energize the shore power connection.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : When the generator is running 120VAC power is able to energize the shore power connection leading to an increased risk of personal injury.

Description of the Cause : The transfer switch "Line" wiring (shore cord) and "Load" wiring (power center wiring) were wired backwards.

Identification of Any Warning that can Occur : When the generator is started there is no 120VAC power inside of recreational vehicle. If there is no power inside of the unit when the generator is operating do not use the generator until the recreational vehicle can be serviced by an authorized Keystone service center.

## Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

6/15/2020 – Report was made that the "Line" (shore cord) and "Load" (power center wiring) were wired backwards. Monitor and review claims to determine if this claim is a one off situation.

6/22/2020 – 3 more claims submitted and reviewed with similar failures.

6/23/2020 to 7/15/2020 – Investigation opened for scope and range. All affected Fuzion and Impacts were put on hold and were inspected. Production to review inspection process and train personnel to test for properly installed transfer switches.

7/16/2020 – Claim and Product Change information reviewed by Safety Committee.

7/17/2020 – Investigation concluded and scope completed. Safety Committee signed off on Scope and range for Safety Recall.

## Description of Remedy :

Description of Remedy Program : The remedy is start the generator to determine if there is power inside of the unit. If there is no power inside of the unit, while the generator is running, the wiring in the transfer switch must be repaired. Manufacturer Reimbursement Plan on file as of 10/25/2018. General reimbursement plan to be updated every two years. New vehicles are covered under warranty.

How Remedy Component Differs from Recalled Component : The original part operation will be inspected and repaired as needed.

Identify How/When Recall Condition was Corrected in Production : Units were quarantined, inspected then repaired as indicated by inspection.

## Recall Schedule :

Description of Recall Schedule : Keystone will notify the dealers and owners of the recreational vehicles by letter. A final copy of the owner letter will be provided to NHTSA, along with the dealer repair procedures.

Planned Dealer Notification Date : AUG 27, 2020 - AUG 27, 2020

Planned Owner Notification Date : AUG 27, 2020 - AUG 27, 2020

\* NR - Not Reported