

Part 573 Safety Recall Report

22V-144

Manufacturer Name : Keystone RV Company

Submission Date : MAR 22, 2022

NHTSA Recall No. : 22V-144

Manufacturer Recall No. : 22-423



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 : 39,240

Estimated percentage with defect : 10 %

Vehicle Information :

Vehicle 1 : 2022-2022 Keystone Alpine

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : All models with 200 and 400i solar packages
Alpine units 938

Production Dates : JUL 29, 2021 - FEB 16, 2022

VIN Range 1 : Begin : 4YDFALU22NE780000 End : 4YDFALU28NE780938 ☒ Not sequential

Vehicle 2 : 2022-2022 Keystone Arcadia

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : All models with 200 and 400i solar packages
Arcadia units 806

Production Dates : AUG 09, 2021 - FEB 16, 2022

VIN Range 1 : Begin : 4YDFARN29NL550001 End : 4YDFART25NL550807 ☒ Not sequential

Vehicle 3 : 2022-2022 Keystone Avalanche

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : All models with 200 and 400i solar packages
Avalanche units 982

Production Dates : AUG 06, 2021 - FEB 15, 2022

VIN Range 1 : Begin : 4YDFAVV29NE760000 End : 4YDFAVU27NE760983 ☒ Not sequential

Vehicle 4 : 2021-2022 Keystone Bullet

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : All models with 200 and 400i solar packages
Bullet units 3216

Production Dates : AUG 11, 2021 - FEB 16, 2022

VIN Range 1 : Begin : 4YDT23R20MD439000 End : 4YDT33029MT438637

☒ Not sequential

VIN Range 2 : Begin : 4YDTBLM20ND430001 End : 4YDTBLL20NX433206

☒ Not sequential

Vehicle 5 : 2022-2022 Keystone Carbon

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : All models with 200 and 400i solar packages
Carbon units 506

Production Dates : AUG 10, 2021 - FEB 16, 2022

VIN Range 1 : Begin : 4YDFCNR29NR805000 End : 4YDFCNV38NR805505

☒ Not sequential

Vehicle 6 : 2022-2022 Keystone Cougar

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : All models with 200 and 400i solar packages
Cougar units 5446

Production Dates : AUG 11, 2021 - FEB 16, 2022

VIN Range 1 : Begin : 4YDFCGN28N2500002 End : 4YDTCGR28NV505373

☒ Not sequential

Vehicle 7 : 2022-2022 Keystone Fuzion

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : All models with 200 and 400i solar packages
Fuzion units 677

Production Dates : AUG 16, 2021 - FEB 16, 2022

VIN Range 1 : Begin : 4YDFFZV33NF810000 End : 4YDFFZV37NF810680

☒ Not sequential

Vehicle 8 : 2022-2022 Keystone HC Montana

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : All models with 200 and 400i solar packages
HC Montana units 1906

Production Dates : AUG 06, 2021 - FEB 16, 2022

VIN Range 1 : Begin : 4YDFHMR29NA740000 End : 4YDFHMP21NA741905 ☒ Not sequential

Vehicle 9 : 2022-2022 Keystone Hideout

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : All models with 200 and 400i solar packages
Hideout units 7409

Production Dates : AUG 05, 2021 - FEB 16, 2022

VIN Range 1 : Begin : 4YDTH1T28N7240935 End : 4YDTH1G11NW247023 ☒ Not sequential

Vehicle 10 : 2022-2022 Keystone Impact

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : All models with 200 and 400i solar packages
Impact units 389

Production Dates : AUG 16, 2021 - FEB 16, 2022

VIN Range 1 : Begin : 4YDF1PT2XNF815000 End : 4YDT1PL23NF815388 ☒ Not sequential

Vehicle 11 : 2022-2022 Keystone Montana

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : All models with 200 and 400i solar packages
Montana units 2273

Production Dates : JUL 28, 2021 - FEB 16, 2022

VIN Range 1 : Begin : 4YDFMOP2XN4700000 End : 4YDFMOT23N4702290 ☒ Not sequential

Vehicle 12 : 2022-2022 Keystone Outback

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : All models with 200 and 400i solar packages
Outback units 1380

Production Dates : AUG 19, 2021 - FEB 16, 2022

VIN Range 1 : Begin : 4YDT0BS21NB450000 End : 4YDT0BS22NB451379 ☒ Not sequential

Vehicle 13 : 2022-2022 Keystone Passport

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : All models with 200 and 400i solar packages
Passport units 3584

Production Dates : AUG 09, 2021 - FEB 16, 2022

VIN Range 1 : Begin : 4YDTPPL29ND410520 End : 4YDTPPL29NX413531 ☒ Not sequential

Vehicle 14 : 2022-2022 Keystone Raptor

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : All models with 200 and 400i solar packages
Raptor units 621

Production Dates : AUG 10, 2021 - FEB 15, 2022

VIN Range 1 : Begin : 4YDFRPV35NR800000 End : 4YDFRPW34NR800620 ☒ Not sequential

Vehicle 15 : 2022-2022 Keystone Springdale

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : All models with 200 and 400i solar packages
Springdale units 7559

Production Dates : AUG 05, 2021 - FEB 16, 2022

VIN Range 1 : Begin : 4YDTSGN29N3100000 End : 4YDTSGG18NW107717 ☒ Not sequential

Vehicle 16 : 2021-2022 Keystone Sprinter

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : All models with 200 and 400i solar packages
Sprinter units 1548

Production Dates : AUG 05, 2021 - FEB 16, 2022

VIN Range 1 : Begin : 4YDF32B20M1533667 End : 4YDF35924M1533694

☒ Not sequential

VIN Range 2 : Begin : 4YDFSTT25N1530000 End : 4YDTSTS23N1531537

☒ Not sequential

Description of Defect :

Description of the Defect : It has been decided that vehicles in the recall population have a solar controller that may have been wired incorrectly.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain conditions improper voltage can render 12VDC components and 12VDC safety alarms (i.e. carbon monoxide, propane gas detector) inside the vehicle inoperable leading to an increased risk of personal injury or property damage.

Description of the Cause : The solar panel wiring and battery wiring were not installed properly on the solar controller.

Identification of Any Warning that can Occur : It will exhibit either no voltage or more than 14.2 VDC coming out of the controller.

Involved Components :

Component Name 1 : Solar Controller

Component Description : Solar Panel - Recept - Charge Controller - Smart Solar - 75/15 - 15 Amp - MPPT - Victron

Component Part Number : 679075

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR
NR
Country : NR

Chronology :

2/22/2022 – Report was made that during a routine audit it was found that solar wiring was wired incorrectly. Investigation opened into claims for solar wiring.

3/3/2022 – Keystone Safety Committee reviewed the information on 22 separate claims for wiring that was reversed. First claim found was submitted on 10/6/2021 and last claim submitted was 3/3/2022. All claims found indicated reversed wiring at the solar controller. Only one claim on 10/20/2021 indicated that nine interior ceiling lights, waste water holding tank monitor, air conditioner thermostat, multisource TV cable distribution box, and radio not working. During testing between 2/22/2022 and 3/3/2022 it was discovered that the CO/LP detector could be damaged if the solar controller is not properly set to 12v before wiring is corrected, allowing improper voltage into the 12VDC circuits. The Safety Committee concluded that the data reviewed indicated a unanimous vote for a voluntary recall. Investigation called for to determine affected unit range.

3/9/2022 – Investigation concluded and scope completed.

Description of Remedy :

Description of Remedy Program : The remedy is to check voltage readings on the Victron app to determine if the wiring is correct. If wiring is incorrect the battery settings must be set to 12v using the Victron app and then wiring can be corrected at the controller. Manufacturer Reimbursement Plan on file as of 10/07/2020. General reimbursement plan to be updated every two years. New vehicles are covered under warranty.

How Remedy Component Differs from Recalled Component : The battery settings must be set to 12v on the controller, then battery and panel wiring are corrected.

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 : MAY 02, 2022 - MAY 02, 2022

Planned Owner Notification Date : MAY 02, 2022 - MAY 02, 2022

* NR - Not Reported