

04V-577
(6 pages)

Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report¹

On November 29, 2004, Keystone RV Company decided that a defect which relates to motor vehicle safety exits in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: December 6, 2004

Furnish the manufacturer's identification code for this recall (if applicable): 05-048

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Keystone RV Company

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Garett Carolus; Dealer Parts & Service Manager, Keystone RV Customer Service

Telephone Number: 574-537-3925 Fax No.: 866-273-1451

Name and Title of Person who prepared this report:

Christina Chapman; Asst Warranty Manager Keystone RV Customer Service

Lee Clark; Product Engineer Keystone RV

Signed:



12/7/04

¹Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): Outback Sydney **Model Years Involved:** 2005 **Model(s):** SY30RLS05

Production Dates: Beginning: 9/30/04 **Ending:** 10/15/04

VIN Range: Beginning:4YDT30R245G912053 **Ending:**4YDT30R295G912369

Vehicle Type: Recreational Vehicle **Bodystyle:** Travel Trailer

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Wiring routed over the gray holding tank instead of under the gray holding tank.

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period. 68%

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Model	Year	Number of Vehicles Potentially Involved
<u>SY30RLS05</u>	<u>2005</u>	<u>28</u>

Total Number Potentially Affected by the Recall: 28

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

The wiring defect was discovered in production during a quality check. As soon as the defect was identified, production procedures changed to route all wires under the gray tank. Any unit not shipped to a dealer was segregated and repaired following the approved procedure. It was determined that 28 units had been shipped and delivered to dealers from the production run affected.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

Wiring is routed over the top of the gray holding tank on the back side in a location where they potentially could become pinched by the heat plenum framing.

Describe the cause(s) of the defect or noncompliance condition.

During production the wiring was routed incorrectly.

Describe the consequence(s) of the defect or noncompliance condition.

Wiring could become pinched causing electrical short.

Identify any warning which can (a) precede or (b) occur.

Electric power may become in-operable in affected units due to breakers being tripped.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

n/a

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

n/a

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

10/4/04 Unit showed a 110V short during the Pre-Delivery Inspection testing at Keystone.

10/5/04 Unit returned to plant for investigation and repair.

10/5/04 Upon investigation root cause of short was discovered and all unit that had not shipped were put on hold for repair.

10/7/04 Engineering was advised of issue.

10/7/04 Meeting between engineering and production on how to repair units.

10/27/04 All units captured at factory were repaired and re-tested.

10/28/04 Service instructions for the repair were developed for Service Advisory

11/29/04 After further consideration, Keystone RV determined this issue justified a recall notification.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

n/a

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

Wiring should be re-routed per directions furnished by Keystone on Service Advisory 05-048.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

Wiring will no longer be routed over the gray tank, they will be routed underneath the tank to the power center.

Identify and describe how and when the recall condition was corrected in production. If the

production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

Production identified and re-routed all units still at the manufacture's location 10/27/04. The procedure for re-routing the wiring provided to the dealers was developed by production and is identical to the one listed on Service Advisory 05-048.

VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Service Advisory changed to Service Recall affecting 28 units. Letter to dealers and retail owners to be sent by 12/10/04. Retail owners should schedule appointments with local dealers for the repair.

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.