



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 14, 2011

MR. GARETT CAROLUS
TECHNICAL MANAGER
KEYSTONE RV COMPANY
17400 HACKBERRY DRIVE
GOSHEN, IN 46526

NVS-215dgl
11V-577

SUBJECT: TRANSFER SWITCH

DEAR MR. CAROLUS:

This letter serves to acknowledge Keystone RV Company's (Keystone) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles 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/ALPINE/2010-2011
KEYSTONE/AVALANCHE/2010-2011
KEYSTONE/CHALLENGER/2009-2010
KEYSTONE/EVEREST/2009-2010
KEYSTONE/FUZION/2009-2011
KEYSTONE/MONTANA/2009-2011
KEYSTONE/MONTANA HIGH COUNTRY/2010-2011
KEYSTONE/MONTANA-BIG SKY/2009-2011
KEYSTONE/MONTANA-MOUNTAINEER/2010-2011
KEYSTONE/RAPTOR/2009-2011

NHTSA Campaign Number: 11V-577

Mfg's Report Date: December 2, 2011

Components: ELECTRICAL SYSTEM

Potential Number of Units Affected: 6,101

Summary:

KEYSTONE HAS REVISED THEIR REMEDY PROCESS AND IS AGAIN RECALLING CERTAIN 2009-2011 VEHICLES WITH THE "GENERATOR READY" OPTION, OR WITH STANDARD GENERATOR. SEE THE LIST ABOVE FOR THE AFFECTED MODELS. SOME IOTA ITS-50R TRANSFER SWITCHES ARE EXPERIENCING FAILURES WHEN EXPOSED TO HIGH ELECTRICAL LOADS. THE FAILURE IS CAUSING CONNECTIONS AND WIRING IN THE TRANSFER SWITCH TO DEGRADE AND OVER HEAT.

Consequence:

CONTINUED USE OF THE VEHICLE WITHOUT REPLACING THE TRANSFER SWITCH MAY DAMAGE OTHER APPLIANCES, INCREASE THE RISK OF A FIRE, PERSONAL INJURY, AND PROPERTY DAMAGE.

Remedy:

KEYSTONE WILL NOTIFY OWNERS, AND DEALERS WILL REPLACE THE TRANSFER SWITCH, FREE OF CHARGE. THE REMEDY FOR THE PREVIOUS RECALL (10V-594) WAS TO INSPECT AND TIGHTEN THE SWITCH CONNECTIONS. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING DECEMBER 2011. OWNERS MAY CONTACT KEYSTONE CUSTOMER SERVICE AT 1-866-425-4369.

Notes:

KEYSTONE RV'S RECALL CAMPAIGN NUMBER IS 11-170. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The information in your defect report does **not** satisfy the requirements of 49 CFR 573.6. The report is missing the required chronology of events that were the basis for your defect decision, including a summary of all warranty claims, field or service reports, and other information, with their dates of receipt. Please provide this information as soon as possible.

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.

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).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement