

Part 573 Safety Recall Report**15V-102****Manufacturer Name :** Keystone RV Company**Submission Date :** JUN 19,2015**NHTSA Recall No. :** 15V-102**Manufacturer Recall No. :** 15-224**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 : 5,390

Estimated percentage with defect : 100

Vehicle Information :

Vehicle : 2014-2015 Keystone Raptor

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Models with Hickory Springs Quad Steps

Production Dates : FEB 03, 2014 - JAN 15, 2015

VIN (Vehicle Identification Number) Range

Begin : 4YDF38430ER801144

End : 4YDF41230ER801314

☐ Not sequential VINs

Begin : 4YDF33226FR800000

End : 4YDF38439FR800818

☐ Not sequential VINs

Vehicle : 2015-2015 Dutchmen Voltage

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Models with Hickory Springs Quad Steps

Production Dates : MAY 06, 2014 - FEB 03, 2015

VIN (Vehicle Identification Number) Range

Begin : 4YDF39732FZ990107

End : 4YDF39938FZ991176

☐ Not sequential VINs

Vehicle : 2013-2015 Keystone Montana

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Models with Hickory Springs Quad Steps

Production Dates : NOV 01, 2012 - MAY 22, 2014

VIN (Vehicle Identification Number) Range

Begin : 4YDF37520D4701315

End : 4YDF35820D4702416

☐ Not sequential VINs

Begin : 4YDF38524E4700000

End : 4YDF36227E4701893

☐ Not sequential VINs

Begin : 4YDF37326F4700000

End : 4YDF36126F4700334

☐ Not sequential VINs**Description of Defect :**

Description of the Defect : It has been decided a rivet on the quad step may fail during use causing the step assembly to separate.

Amendment: A defect has been discovered in a small percentage of the nuts that are in the remedy kits. The nut is referred to as a "Stover" nut and should exhibit a condition of deformity. This deformity is what determines the nuts ability to "lock" (locknut). It has been determined that some of the nuts in the kit were not "hit" hard enough in the secondary operation and therefore will not lock as they should, potentially working loose.

Description of the Safety Risk : If the rivet shears and causes a person to fall it will lead to an increased risk of personal injury.

Description of the Cause : The rivet may become loose or shear.

Identification of Any Warning that can Occur : The step assembly may be loose or unstable.

Supplier Identification :**Component Manufacturer**

Name : HSM Solutions

Address : 235 Second Avenue NE

Hickory NORTH CAROLINA 28604

Country : United States

Chronology :

Jan 2015 Keystone was contacted by a dealer and stated a quad step had failed. The step was requested to be returned for inspection. Upon inspection of the step, HSM was notified and an investigation into the step and other like failures occurred.

Feb 16, 2015 HSM notified Keystone that a defect exists in certain quad steps manufactured from 10/12/2012 to 2/14/2014. An investigation into the population and recall remedy is ongoing.

Mar 4, 2015 HSM notified Keystone the population of the step recall has been expanded. Keystone has now included the Dutchmen Voltage into the recall population.

May 12, 2015 Keystone was notified that some of the nuts on a step that had been repaired had come loose. It was determined some of the Stover lock nuts for the 96 rivet kit were not manufactured correctly. All recall part kits were put on hold, 100% inspected and any defective nuts removed and replaced. Shipments of parts resumed on May 14, 2015.

June 10, 2015 Determination of the population affected (200 vehicles) by the defective 96 rivet kit was determined. The recall will be amended to inspect the recall kits already shipped and not installed. For any vehicles that had the recall kit installed, the owners will be notified to have the recall remedy inspected and any defective nuts replaced.

Description of Remedy :

Description of Remedy Program : The remedy is to inspect the step and replace the two (2) rivets joining the second and third step (from the ground) and the four (4) rivets on the top step with fasteners provided by Keystone. The parts and service required to repair the steps will be provided at no charge.

Amendment: In addition to the repairs above, the hardware kit supplied by Keystone must be inspected to verify the Stover lock nuts have the correct stamping so they will lock and not come loose when installed.

How Remedy Component Differs from Recalled Component : The field repair will replace the specified rivets with shoulder bolts.

Identify How/When Recall Condition was Corrected in Production : Keystone does not currently use the HSM quad step in production.

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 : JUL 06, 2015 - JUL 06, 2015

Planned Owner Notification Date : JUL 06, 2015 - JUL 06, 2015

* NR - Not Reported