

**Part 573 Safety Recall Report****15V-409****Manufacturer Name :** Keystone RV Company**Submission Date :** JUN 22,2015**NHTSA Recall No. :** 15V-409**Manufacturer Recall No. :** 15-232**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 : 537

Estimated percentage with defect : 75

**Vehicle Information :**

Vehicle : 2013-2013 Keystone Montana

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Models 3100RL, 3150RL13, 3400RL, 3402RL, 3582RL, 3625RE, 3725RL, 3750FL, 3900FB

Production Dates : NOV 12, 2012 - JAN 30, 2013

**VIN (Vehicle Identification Number) Range**

Begin : 4YDF39023D4701392

End : 4YDF31526D4701879

 Not sequential VINs

Vehicle : 2014-2014 Keystone Mountaineer

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : 331RLT, 356TBF, 375FLF

Production Dates : AUG 21, 2013 - SEP 18, 2013

**VIN (Vehicle Identification Number) Range**

Begin : 4YDF37521E4730484

End : 4YDF37528E4730580

 Not sequential VINs**Description of Defect :**

Description of the Defect : It has been decided certain vehicles may have been manufactured with a rear window that is identified with an exit sticker and either one of these two conditions may exist:

(a) All models except the Mountaineer 375FLF - the rear window is not intended to

be a secondary emergency exit or  
(b) Mountaineer 375FLF (29 vehicles) - the rear window is intended as the secondary emergency exit and may be blocked by the rear ladder.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If an emergency situation arises and the occupants of the vehicle attempt to use the rear window as an emergency exit point they will not be able to exit as the rear ladder blocks the emergency egress point resulting in an increased risk of personal injury.

Description of the Cause : All models except the Mountaineer 375FLF - The window installed had the egress section of the window on the same side as the rear ladder. For those models that the window was not intended to be an emergency exit, the sticker was to be removed by Keystone. It has been determined through inadvertence or error some stickers were not removed during manufacturing.

Mountaineer 375FLF - The emergency egress window was inadvertently installed causing the egress section of the window to be blocked by the rear ladder.

Identification of Any Warning that can Occur : The ladder blocking the exit window is visible.

#### Supplier Identification :

##### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

#### Chronology :

4-1-15 Keystone RV was contacted by ODI-NHTSA due to a Montana model owner that submitted a complaint of the rear emergency exit window being blocked by the ladder. An investigation into the safety risk, cause and scope of the population was initiated.

6-18-15 It was determined that the incorrect Montana windows were received by Keystone on 11/12/2012 and the incorrect Mountaineer windows were received on 8/21/2013. After discussions with ODI-NHTSA related to the risk to safety and conclusion of the investigation of when the incorrect windows were received and installed, Keystone decided to initiate a recall.

#### Description of Remedy :

Description of Remedy Program : The remedy on all models except the Mountaineer 375FLF is to remove the emergency exit sticker if the emergency egress window is blocked by the ladder. Some vehicles have a non-egress, center egress, or off door side egress window and will require inspection only. Owners will be requested to send in a photo showing the sticker is removed on the affected window or showing the window is not blocked by the ladder.  
The window in the Mountaineer 375FLF will be replaced at no charge if the egress is blocked by the ladder.

How Remedy Component Differs from Recalled Component : All vehicles will have at least one marked alternate egress window not blocked by the rear ladder.

Identify How/When Recall Condition was Corrected in Production : Windows were installed that have the egress section of the window on the opposite side of the ladder. Montana – Correct windows were received 1/2/2013. Mountaineer – correct windows were received 9/11/2013.

**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 01, 2015 - JUL 01, 2015

Planned Owner Notification Date : JUL 01, 2015 - JUL 01, 2015

\* NR - Not Reported