



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

1200 New Jersey Avenue SE
Washington, DC 20590

November 15, 2018

Mr. Garrett Carolus
Keystone RV Company
P.O. Box 2000
Goshen, IN 46527

NEF-150MR
18V-767

Subject: Incorrect Location of Water Heater Exhaust

Dear Mr. Carolus:

This letter serves to acknowledge Keystone RV Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) 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:
CROSSROADS/CRUISER/2019

Mfr's Report Date: October 31, 2018

NHTSA Campaign Number: 18V-767

Components:
EQUIPMENT:RECREATIONAL VEHICLE:LPG WATER HEATER

Potential Number of Units Affected: 7

Problem Description:

Keystone RV Company (Keystone) is recalling certain 2019 Crossroads Cruiser recreational trailers with the water heater installed under the slide out. The exhaust location for the water heater may result in carbon monoxide or propane gas entering the living quarters.

Consequence:

If carbon monoxide or propane gas enters the living quarters, it can increase the risk of injury.

Remedy:

The affected vehicles are still in dealer inventory and Keystone will relocate the water heater, free of charge. Owner letters will not be sent. Owners may contact Keystone customer service at 1-866-425-4369. Keystone's number for this recall is 18-335.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which the recall begins. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

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 Investigations
Enforcement