

Part 573 Safety Recall Report

18V-303

Manufacturer Name : Keystone RV Company

Submission Date : JUN 01, 2018

NHTSA Recall No. : 18V-303

Manufacturer Recall No. : 18-319



Manufacturer Information :

Population :

Manufacturer Name : Keystone RV Company

Number of potentially involved : 156

Address : PO Box 2000
2642 Hackberry Drive Goshen IN
46527

Estimated percentage with defect : 100 %

Company phone : 574-535-2100

Vehicle Information :

Vehicle 1 : 2016-2017 Crossroads Redwood 36RL, 38RL

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Models with the rear ladder blocking the secondary emergency exit window.

Production Dates : FEB 05, 2015 - SEP 09, 2016

VIN Range 1 : Begin : 4V0FC3823GR005746 **End :** 4V0FC3822GR006435 ☒ Not sequential

VIN Range 2 : Begin : 4V0FC3822HR006999 **End :** 4V0FC3621HR006530 ☒ Not sequential

Description of Defect :

Description of the Defect : It has been decided that the vehicles in the recall population may have been manufactured with a rear window that is identified with an exit sticker and the rear window is not 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 : The window installed had the egress section of the window on the same side as the rear ladder. It has been determined through inadvertence or error some stickers were not removed during manufacturing.

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 :

2/23/2018 Keystone RV was contacted by ODI-NHTSA due to a Redwood 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.

2/27/2018 – Investigation opened to determine scope and models affected.

5/8/2018 – Investigation concluded and scope completed.

Description of Remedy :

Description of Remedy Program : The remedy is to remove the emergency exit sticker if the emergency egress window is blocked by the ladder. 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.

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 : The issue was resolved during the model change in 2018.

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 08, 2018 - JUL 08, 2018

Planned Owner Notification Date : JUL 08, 2018 - JUL 08, 2018

* NR - Not Reported