



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

1200 New Jersey Avenue SE  
Washington, DC 20590

June 2, 2020

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

NEF-150KL  
20V-302

**Subject:** Cooktop Burner Flames May Invert

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:**  
KEYSTONE/COUGAR/2020-2021

**Mfr's Report Date:** May 26, 2020

**NHTSA Campaign Number:** 20V-302

**Components:**  
EQUIPMENT:RECREATIONAL VEHICLE

**Potential Number of Units Affected:** 192

**Problem Description:**

Keystone RV Company (Keystone) is recalling certain 2020-2021 Cougar travel trailers, model 24RDS, equipped with a Furrion range cook top. The interior range cooktop is installed in a cabinet that may not be entirely sealed from the furnace cavity. As a result, during furnace operation, the interior range cooktop burner flame may invert.

**Consequence:**

If the cooktop burner flames invert, there is an increased risk of a fire and injury.

**Remedy:**

Keystone will notify owners, and dealers will inspect the interior range cooktop with the furnace running, installing a plywood panel to seal it as necessary, free of charge. This recall is expected to begin July 17, 2020. Owners may contact Keystone customer service at 1-866-425-4369. Keystone's number for this recall is 20-377.

**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](http://www.safercar.gov).

We have received Keystone's proposed owner notification letter was approved with no edits on June 1, 2020. Please upload a final copy with distribution dates once mailing begins.

Please be reminded of the following requirements:

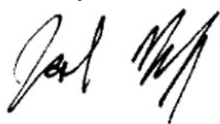
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

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 notification to purchasers occurs. 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 Kristin Lepper who may be reached by phone at 202-366-5227, or by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement