

Part 573 Safety Recall Report

20V-037

Manufacturer Name : Keystone RV Company**Submission Date :** JAN 23, 2020**NHTSA Recall No. :** 20V-037**Manufacturer Recall No. :** 20-368**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 : 1,112

Estimated percentage with defect : 100 %

Vehicle Information :Vehicle 1 : 2020-2020 Crossroads Cameo 3201RL, 320RL, 3701RL, 370RL, 3801RK, 380RK,
3891MK, 389MK, 3921BR, 392BR, 3961MB, 396MB, 4021FK, 402FK

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Wi-Fi Prep units.
Model Cameo 71 units.

Production Dates : SEP 03, 2019 - NOV 07, 2019

VIN Range 1 : Begin : 4YDF3702XL9310150 End : 4YDF40223L9310220 Not sequentialVehicle 2 : 2020-2020 Crossroads Cruiser 24RL, 27MK, 28BH, 28BH, 28RD, 28RKS, 29RK, 29SI,
30BH, 30RLS, 3311RD, 3391RL, 33BHB, 3851BL, 385BL

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Wi-Fi Prep units.
Model Cruiser 123 units.

Production Dates : AUG 22, 2019 - NOV 13, 2019

VIN Range 1 : Begin : 4YDF28B21L6320220 End : 4YDF38522L9320346 Not sequentialVehicle 3 : 2020-2020 Crossroads Hampton 364MBL, 370FDL, 371FKL, 372FDB, 374BAR,
375DBL

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Wi-Fi Prep units.
Model Hampton 103 units.

Production Dates : OCT 24, 2019 - NOV 14, 2019

VIN Range 1 : Begin : 4YDT37525L5330082 End : 4YDT37420L5330184 Not sequential

Vehicle 4 : 2020-2020 Crossroads Volante 240RL, 270BH, 28BH, 295BH, 310BH, 3201IK, 3251RD, 325RD, 325RL, 326RK, 329DB, 32SB, 33DB, 3601LF, 360DB, 360LF, 370BR, 3801MD, 3851FL, 3861BL

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Wi-Fi Prep units.
Model Volante 193 units.

Production Dates : SEP 03, 2019 - NOV 18, 2019

VIN Range 1 : Begin : 4YDF32625L6360479 End : 4YDF32526L9360667 Not sequential

Vehicle 5 : 2020-2020 Crossroads Redwood 3901MB, 3951MB, 3981FK, 3951WB, 3901WB, 3991RD, 400LK, 4001LK, 391RL, 390MB, 390WB

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Wi-Fi Prep units.
Model Redwood 38 units.

Production Dates : SEP 18, 2019 - NOV 15, 2019

VIN Range 1 : Begin : 4YDF39020L9340088 End : 4YDF39827L9340125 Not sequential

Vehicle 6 : 2020-2020 Crossroads Sunset 185RK, 186BH, 212RB, 215BH, 222RB, 242BH, 253RB, 257FK, 259RL, 272BH, 285CK, 288BH, 289QB, 291RK, 309RK, 330SI, 331BH, 332QB

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Wi-Fi Prep units.
Model Sunset 584 units.

Production Dates : AUG 07, 2019 - OCT 24, 2019

VIN Range 1 : Begin : 4YDT25325L5350858 End : 4YDT33124L5351441 Not sequential

Description of Defect :

Description of the Defect : It has been decided the vehicles in this recall population may have wiring for the Wi-Fi prep that was not installed according to code. The 18 gauge wiring from the Wi-Fi switch to the Wi-Fi prep is currently on the 15 amp accessory circuit and requires a maximum fuse protection of 7.5 amps for that portion of the circuit. If the Wi-Fi prep wires short together, there is an increased risk of damage or fire to the unit.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the event of a high resistance short the condition would lead to an increased risk of damage or fire.

Description of the Cause : The original switch used had integrated circuit protection. A new product was used and the wiring was left without proper circuit protection.

Identification of Any Warning that can Occur : A high resistance short can present melting or smoldering of the wire that would be evident by smell.

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

11/22/2019 – Report was made that during a routine audit it was discovered that the Wi-Fi prep wiring had improper circuit protection. The circuit is protected by a 15 amp fuse.

11/25/2019 – All affected CrossRoads were put on hold and Wi-Fi prep wiring was inspected. Preliminary Investigation opened to review wiring as wiring is protected by a 15 amp fuse for circuit protection. A dead short would blow the 15 amp fuse.

1/16/2020 – Keystone Safety Committee reviewed the information and concluded that the data reviewed indicated a unanimous vote for a voluntary recall. Investigation called for to determine affected unit range. Advisory to be administered to protect the portion of the circuit with improper circuit protection between the Wi-Fi switch and the Wi-Fi Prep.

1/21/2020 – Investigation concluded and scope completed.

Description of Remedy :

Description of Remedy Program : The remedy is to remove the Wi-Fi switch and add a 7.5 amp fuse to the outgoing 18 gauge wire. Manufacturer Reimbursement Plan on file as of 10/25/2018. General reimbursement plan to be updated every two years. New vehicles are covered under warranty.

How Remedy Component Differs from Recalled Component : The 18 gauge Wi-Fi prep wiring will have an inline fuse protection added to it for circuit protection.

Identify How/When Recall Condition was Corrected in Production : Units were quarantined, inspected then repaired as indicated by inspection.

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 : MAR 20, 2020 - MAR 20, 2020

Planned Owner Notification Date : MAR 20, 2020 - MAR 20, 2020

* NR - Not Reported