

Part 573 Safety Recall Report

20V-302

Manufacturer Name : Keystone RV Company

Submission Date : MAY 26, 2020

NHTSA Recall No. : 20V-302

Manufacturer Recall No. : 20-377



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 : 192

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2021 Keystone Cougar 24RDS

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : 24RDS floor plans that have Furrion range cook tops and are affected by the furnace operation.

Production Dates : JUN 07, 2019 - MAY 06, 2020

VIN Range 1 : Begin : 4YDF24R26LV500782 **End :** 4YDF24R25LV509330 Not sequential

VIN Range 2 : Begin : 4YDF24R24MV501074 **End :** 4YDF24R29MV501085 Not sequential

Description of Defect :

Description of the Defect : It has been decided that the vehicles in the recall population have an interior range cooktop that the burner flame may be affected during furnace operation.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain conditions during furnace operation, the interior range cooktop burner flame can invert leading to an increased risk of personal injury, and/or fire.

Description of the Cause : The interior range cooktop is installed in a cabinet that is not entirely sealed from the furnace cavity.

Identification of Any Warning that can Occur : When the furnace and interior range cooktop are operated at the same time, it may affect the burner flames causing the interior range cooktop surface to get very hot.

Involved Components :

Component Name 1 : Furrion Range/Oven

Component Description : Range - 21" - 2 in 1 Range/Oven - LED Light - Black - Silver Knobs - FS21DB4A-BL

Component Part Number : 648288

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

4/15/2020 – Report was made through a warranty claim that the interior range cooktop burner was affected by furnace operation.

5/5/2020 – Next run of production reviewed and made appropriate changes to cabinet openings to alleviate inverted flame condition. All models reviewed for similar installation. Investigation opened to determine scope and range of affected VINs.

5/19/2020 – Investigation concluded and scope completed

Description of Remedy :

Description of Remedy Program : The remedy is to inspect operation of the interior range cooktop with furnace running and repair units that are affected. 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 cabinet will have a plywood panel installed when needed to separate the interior range from the furnace.

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 : JUL 17, 2020 - JUL 17, 2020

Planned Owner Notification Date : JUL 17, 2020 - JUL 17, 2020

* NR - Not Reported