

Part 573 Safety Recall Report

20V-351

Manufacturer Name : Keystone RV Company**Submission Date :** JUN 12, 2020**NHTSA Recall No. :** 20V-351**Manufacturer Recall No. :** 20-375**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 : 428

Estimated percentage with defect : 100 %

Vehicle Information :Vehicle 1 : 2020-2020 Keystone Alpine 3121RS, 3120RS, 3700FL, 3651RL, 3701FL, 3711KP,
3713KB, 3320MK, 3801FK, 3712KB, 3790FK

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : 3121RS, 3120RS, 3700FL, 3651RL, 3701FL, 3711KP,
3713KB, 3320MK, 3801FK, 3712KB, 3790FK with Kinro frameless windows
Model Alpine 78 units

Production Dates : JAN 13, 2020 - FEB 05, 2020

VIN Range 1 : Begin : 4YDF31226LE780774 End : 4YDF37921LE780867 Not sequentialVehicle 2 : 2020-2020 Keystone Avalanche 312RS, 313RS, 338GK, 339GK, 375RD, 376RD,
378BH, 379BH, 383FL, 396BH

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : 312RS, 313RS, 338GK, 339GK, 375RD, 376RD,
378BH, 379BH, 383FL, 396BH with Kinro frameless windows.
Model Avalanche 38 units

Production Dates : JAN 13, 2020 - JAN 24, 2020

VIN Range 1 : Begin : 4YDF31228LE760770 End : 4YDF31225LE760807 Not sequential

Vehicle 3 : 2020-2020 Keystone Fuzion 369, 373, 419, 424, 427, 430

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : 369, 373, 419, 424, 427, 430 with Kinro frameless windows.
Model Fuzion 48 units

Production Dates : JAN 14, 2020 - JAN 24, 2020

VIN Range 1 : Begin : 4YDF41932LF810889 End : 4YDF43036LF810936 Not sequential

Vehicle 4 : 2020-2020 Keystone Laredo 225MK, 255SRL, 275RL, 284SBH, 290SRL, 294SBR,
296SBH, 298SRL, 325RL, 367BH

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : 225MK, 255SRL, 275RL, 284SBH, 290SRL, 294SBR,
296SBH, 298SRL, 325RL, 367BH with Kinro frameless windows.
Model Laredo 58 units.

Production Dates : JAN 14, 2020 - JAN 23, 2020

VIN Range 1 : Begin : 4YDF29823LE601180 End : 4YDF2552XLE601237 Not sequential

Vehicle 5 : 2020-2020 Keystone Montana 3120RL, 3121RL, 3740FK, 3760FL, 3761FL, 3780RL,
3781RL, 3790RD, 3791RD, 3812MS, 3813MS, 3854BR, 3855BR

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : 3120RL, 3121RL, 3740FK, 3760FL, 3761FL, 3780RL,
3781RL, 3790RD, 3791RD, 3812MS, 3813MS, 3854BR, 3855BR with Kinro frameless
windows.
Model Montana 176 units.

Production Dates : JAN 13, 2020 - JAN 27, 2020

VIN Range 1 : Begin : 4YDF3122XL4702651 End : 4YDF38522L4702826 Not sequential

Vehicle 6 : 2020-2020 Keystone Raptor 351, 356, 415, 423, 429

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : 351, 356, 415, 423, 429 with Kinro frameless windows.
Model Raptor 19 units.

Production Dates : JAN 14, 2020 - JAN 23, 2020

VIN Range 1 : Begin : 4YDF41530LR800754 End : 4YDF35123LR800772 Not sequential

Vehicle 7 : 2020-2020 Crossroads Redwood 3901MB, 3911RL

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : 3901MB, 3911RL with Kinro frameless windows.
Model Redwood 7 units.

Production Dates : JAN 20, 2020 - JAN 24, 2020

VIN Range 1 : Begin : 4YDF39129L9340170 End : 4YDF3902XL9340180 Not sequential

Vehicle 8 : 2020-2020 Dutchmen Voltage 3635, 4075, 4145

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : 3635, 4075, 4145 with Kinro frameless windows.
Model Voltage 4 units.

Production Dates : JAN 13, 2020 - JAN 22, 2020

VIN Range 1 : Begin : 4YDF36322LZ990681 End : 4YDF40731LZ990717 Not sequential

Description of Defect :

Description of the Defect : In certain Lippert Components, Inc. (LCI) 3000-Series frameless windows, there is a potential poor adhesive bond between the hinge extrusion and the latch extrusion to the glass.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the adhesion bond fails where the glass meets the hinge frame, the window glass could partially detach or completely separate. If the window completely separates while the vehicle and/or trailer is in transit, it could become a road hazard, potentially increasing the risk of a crash or injury. Keystone is not aware of any crashes or injuries related to this condition.

Description of the Cause : Poor adhesive bond between the hinge extrusion and the latch extrusion to the glass.

Identification of Any Warning that can Occur : Poor adhesion can be detected with a pull test.

Involved Components :

Component Name 1 : 3000 – Series Bonded Windows

Component Description : Frameless Windows

Component Part Number : XXXXXX

Supplier Identification :

Component Manufacturer

Name : Lippert Components, Inc.

Address : 2703 College Ave

Goshen INDIANA 46528

Country : United States

Chronology :

2/7/2020 Report was made in production that the adhesive bond between the glass and the metal hinge frame on the LCI window vents were failing. 2/11/2020 Keystone began investigating the issues. All affected units had already been put on hold and LCI windows were inspected and subjected to a pull test by Lippert representatives. Windows that detached were replaced upon inspection. 2/20/2020 Keystone Safety Committee reviewed the information and concluded that the data reviewed indicated a similar condition to a previous Service Campaign 17-276 involving glue bond failures. No reports were made that would indicate that failures happened during travel would lead to accidents or injury. It was determined to release a Service Campaign on affected units. Investigation initiated to determine affected unit range. 3/11/2020 Mailings to dealer and Retail customers were sent out alerting owners of the service campaign. Dealers were alerted on the online dealer portal that units involved in the campaign would need to be remedied. 3/18/2020 to 5/4/2020 Operations at Keystone, and at Keystone's dealers were impacted by COVID-related stay-at-home orders. On 3/23/2020, Indiana issued a "stay-at-home" order, and during this time, Keystone closed most of its operations, and Keystone dealers around the country shut down or had minimal operations in accordance with applicable stay-at-home orders. During the week of 3/23/2020, Keystone began closing most of its operations to observe social distancing guidance. skeleton crew retained to maintain minimal operations. 5/4/2020 to 5/11/2020 Keystone began returning its workforce. 5/18/2020 – NHTSA contacted Keystone regarding the service campaign to address the LCI-window issue. 5/26/2020 Keystone responded to NHTSA, providing additional background on the issue.

Description of Remedy :

Description of Remedy Program :	Dealers will be instructed to inspect all LCI 3000 series crank out vent and egress windows from the affected production period for proper adhesive bond strength where the glass meets the hinged frame. If the glass shows evidence of separation (not adhering), the glass will be replaced free of charge. 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 remedy LCI 3000 series crank out and egress windows will be installed using a different adhesive than the adhesive used in the recalled windows.
Identify How/When Recall Condition was Corrected in Production :	Windows produced by LCI on and after January 28, 2020 use a different temperature/humidity cure adhesive, and LCI introduced an improved cure process. Suspect units were quarantined, inspected, and 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 29, 2020 - JUL 29, 2020
Planned Owner Notification Date :	JUL 29, 2020 - JUL 29, 2020

* NR - Not Reported