

Part 573 Safety Recall Report

20V-541

Manufacturer Name : Keystone RV Company

Submission Date : SEP 04, 2020

NHTSA Recall No. : 20V-541

Manufacturer Recall No. : 20-386



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 : 130

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2021 Dutchmen Yukon 399ML, 400RL, 410RD

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : 399ML, 400RL, 410RD Floor Plans

Production Dates : NOV 20, 2019 - JUN 24, 2020

VIN Range 1 : Begin : 4YDF40023LZ980000 End : 4YDF4102XLZ980002

☒ Not sequential

VIN Range 2 : Begin : 4YDF40021MZ980000 End : 4YDF39920MZ980130

☒ Not sequential

Description of Defect :

Description of the Defect : It has been decided that the vehicles in the recall population have an egress window installed in the bedroom and did not have the correct crank handle installed.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If an emergency situation arises the emergency exit may be difficult to open as the current black round knob may impede the ability to open the window, which could result in an increased risk of personal injury.

Description of the Cause : The window has a black round knob installed rather than a crank handle.

Identification of Any Warning that can Occur : The bedroom egress window has a black round knob instead of a narrow crank handle.

Involved Components :

Component Name 1 : window crank handle

Component Description : Window - Crank - 3' - Black - For F200

Component Part Number : 630481

Supplier Identification :

Component Manufacturer

Name : Lippert Components, Inc

Address : 2703 College Ave

Goshen INDIANA 46528

Country : United States

Chronology :

6-10-2020 – Report was made that an incorrect black round knob was installed on an egress window via a warranty claim.

7-20-2020 – Second report made internally that an incorrect black round knob was being used. Investigation opened. Window manufacturer put on notice and asked to review.

8-20-2020 – Yukon units online, review of the installation was made to determine if window would open using the existing black round knob. Existing black round knob will not allow enough clearance for quick exit.

Investigation called for to determine affected unit range.

8-28-2020 – Investigation concluded and scope completed.

Description of Remedy :

Description of Remedy Program : The remedy is to remove the existing black round knob and replace it with a narrow crank handle. Current retail owners will be sent the correct crank handle at no 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 existing black round knob, (Window - Crank - 3' - Black - For F200, KRV part #630481), is 3 inches around, and the replacement crank handle (Crank Handle - Red - Full Exit Window, KRV part #114843) is narrow and long and can be moved out of the way of the egress portion of the window.

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 : OCT 19, 2020 - OCT 19, 2020

Planned Owner Notification Date : OCT 19, 2020 - OCT 19, 2020

* NR - Not Reported