

10/1/2019 – 1/29/2020 – Through normal warranty data processing it was discovered that an issue existed where Furrion OTA antenna wings were missing. A third party engineering facility was hired to pull test the antennas. Phase 1 of pull testing determined that the failure mode is inconclusive. Phase 1 testing was reviewed and a conclusion was made that a second phase of testing was required consisting of temperature swings and pull testing.

1/29/2020 to 4/7/2020 – Phase 2 of testing was planned over several weeks of meetings and more testing was pursued. Phase 2 of testing to include temperature cycling and pull tests. Tests were again inconclusive. After further meetings a third and final phase of testing was planned.

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.

4/7/2020 to 6/18/2020 – Phase 3 of testing is ongoing. To date Third Part testing is inconclusive to a specific antenna failure and has not concluded an improper installation as a cause. After review of warranty claim data it is possible that the combinations/applications of certain fifth wheels relative to height, antenna placement, roof angles, along with different tow vehicles may be creating some additional turbulence/stressors leading to an increased failure rate that we don't see with the same antenna in other uses. Warranty data concludes an unacceptable rate of failure on specific models of recreational vehicles and the Safety Committee unanimously decided to proceed to recall those specific models. Investigation into Scope and Range of affected models to be determined.

6/30/2020 – Scope and Range determined