



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 30, 2021

Mr. Garrett Carolus
Keystone RV Company
PO Box 2000
Goshen, IN 46527

NEF-107KL
21V-292

Subject: Safety Chains Are Underrated For GVWR

Dear Mr. Carolus:

This letter serves to acknowledge Keystone RV Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
KEYSTONE/PASSPORT/2021

Mfr's Report Date: April 26, 2021

NHTSA Campaign Number: 21V-292

Components:
EQUIPMENT

Potential Number of Units Affected: 574

Problem Description:

Keystone RV Company (Keystone) is recalling certain 2021 Passport 282QB, 2400RB, 2704RK trailers. The safety chains installed are underrated for the Gross Vehicle Weight Rating (GVWR).

Consequence:

Underrated chains can allow the trailer to detach from the tow vehicle, increasing the risk of a crash.

Remedy:

Keystone will notify owners, and dealers will replace the safety chains, free of charge. Owners expected to begin getting notified June 11, 2021. Owners may contact Keystone customer service at 1-866-425-4369. Keystone's number for this recall is 21-410.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

We have received Keystone's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Keystone RV Company's contact for this recall will be Kristin Lepper who may be reached by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement