



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

1200 New Jersey Avenue SE  
Washington, DC 20590

June 2, 2021

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

NEF-107KL  
21V-380

**Subject:** Frame Rail May Buckle

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/COUGAR/2017-2021

**Mfr's Report Date:** May 24, 2021

**NHTSA Campaign Number:** 21V-380

**Components:**

STRUCTURE:FRAME AND MEMBERS

SUSPENSION:FRONT:SPRINGS:LEAF SPRING ASSEMBLY:HANGER,BRACKET

**Potential Number of Units Affected:** 1,990

**Problem Description:**

Keystone RV Company (Keystone) is recalling certain 2017-2021 Keystone Cougar 368MBI trailers. The frame rails do not have enough cross support, which could cause them to buckle under certain side-load stress conditions.

**Consequence:**

A buckled frame rail can increase the risk of a crash.

**Remedy:**

Dealers will add cross braces between each spring hanger and an outrigger between the tires on the off-door side of the vehicle, free of charge. Owner notification letters are expected to be mailed July 15, 2021. Owners may contact Keystone customer service at 1-866-425-4369. Keystone's number for this recall is 21-411.

**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.nhtsa.gov](http://www.nhtsa.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.



The information in your report suggests that Keystone may have been aware of this issue more than five business days before filing a report with NHTSA. Please be reminded that under Federal law, this agency is to be notified of all safety defect and/or noncompliance decisions within five business days. 49 CFR 573.6 Significant civil penalties can be assessed for this violation.

**Please ensure the following requirements are met:**

Per the requirements of 573.6(c)(2)(iv), please provide the supplier name, contact information, address and country of origin (if known) for the Cougar Frame. If your company manufactured the component itself, then please state so in the 573.

**AMENDED 573 REQUIRED.**

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](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



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