

Part 573 Safety Recall Report

21V-015

Manufacturer Name : Keystone RV Company

Submission Date : JAN 20, 2021

NHTSA Recall No. : 21V-015

Manufacturer Recall No. : 21-394



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 : 209

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Crossroads Redwood 3401RL, 3901MB, 3901WB, 3911RL, 3951MB, 3951WB, 3981FK, 3991RD, 4001LK, 4150RD

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Models with D80 Dexter Axles

Production Dates : JUN 03, 2020 - OCT 12, 2020

VIN Range 1 : Begin : 4YDF4002XM9340030 **End :** 4YDF39827M9340238 Not sequential

Description of Defect :

Description of the Defect : It has been decided that the vehicles in the recall population have a Dexter axle using a substitute spring with U-bolts that were not properly torqued.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain conditions during travel, if the improperly torqued U-bolts come loose, there is an increased risk of the axle sliding back on the spring, which could result in poor vehicle handling and/or vehicle crash.

Description of the Cause : The spring U-bolts were not properly torqued.

Identification of Any Warning that can Occur : The springs look like they are out of alignment or the U-bolt fasteners are loose.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Dexter Axle

Address : PO Box 250

Elkhart Indiana 46515

Country : United States

Chronology :

10/20/2020 – Report was made on a transport unit going from the OEM to selling dealer that an axle shifted. Monitor and return parts for inspection. All units in ship yard inspected.

10/22/2020 – Second report involving an axle that shifted on the spring. Parts to be returned and inspected.

10/26/2020 – Third report of shifted axle on in transit unit.

10/30/2020 to 12/22/2020 – Redwood shipyard put on hold pending further investigation. Dexter opens investigation and starts cycle testing of springs and U-bolts.

12/22/20 – Determination made that a substitute spring was improperly torqued. Axle serial number range investigation opened and affected range and scope of axles to be determined.

1/13/2021- Received complete list of axles affected by incorrect torque. Investigation opened to determine range and scope of affected Keystone units. There have been no further reports of shifted axles to date.

1/15/2021 – Investigation concluded, range and scope determined.

Description of Remedy :

Description of Remedy Program : The remedy is to torque the axle spring U-bolts to 110 ft lbs. Manufacturer Reimbursement Plan on file as of 10/07/2020. General reimbursement plan to be updated every two years. New vehicles are covered under warranty.

How Remedy Component Differs from Recalled Component : The axle spring U-bolts are not being replaced, they are to be properly torqued.

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 : FEB 26, 2021 - FEB 26, 2021

Planned Owner Notification Date : FEB 26, 2021 - FEB 26, 2021

* NR - Not Reported