

Part 573 Safety Recall Report

21V-178

Manufacturer Name : Keystone RV Company

Submission Date : MAR 19, 2021

NHTSA Recall No. : 21V-178

Manufacturer Recall No. : 21-403



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 : 31

Estimated percentage with defect : 50 %

Vehicle Information :

Vehicle 1 : 2021-2021 Keystone Cougar 29MBS, 30RLS, 315RLS, 316RLS, 32BHS, 353SRX, 364BHL, 368MBI

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Units with the Cougar Off the Grid (OTG) Solar package.

Production Dates : SEP 11, 2020 - OCT 15, 2020

VIN Range 1 : Begin : 4YDF35324M2503940 **End :** 4YDF36425M2505314 Not sequential

Description of Defect :

Description of the Defect : It has been decided that the vehicles in the recall population have an inverter that may have been incorrectly wired and when in use, is allowing power to energize the shore power connection.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : When the incorrectly wired inverter is turned on, 120VAC power will energize the shore power connection leading to an increased risk of personal injury.

Description of the Cause : The inverter "Input" (power center) and "Output" wiring ("Off The Grid Inverter circuit") were wired backwards.

Identification of Any Warning that can Occur : Only when the inverter is turned on, the 120VAC power may power up incorrect circuits inside of the unit including the shore power connections, otherwise the electrical system functions correctly. If the inverter is turned on and any circuits other than the outlets labeled "Off The Grid Inverter Outlet" have power, turn the inverter off until the recreational vehicle can be serviced by an authorized Keystone service center.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

9/29/2020 – Complaint received that the inverter on a new unit was powering up incorrect outlets. It was determined that the inverter was wired backwards. Monitor and review claims to determine if this is a one-off situation.

10/5/2020 – Two more units were found to be wired backwards in similar models.

10/6/2020 to 10/22/2020 – Investigation opened to for scope and range. All units were put on hold and inspected. Production to review inspection process and train personnel to test for properly installed inverter circuits.

10/27/2020 – Investigation concluded and scope completed. Safety Committee signed off on scope and range for safety recall.

3/8/2021 – Additional VINs added to the recall # 20V-670 population.

3/12/2021 – Directed by NHTSA to create a new recall for the additional VINs.

Description of Remedy :

Description of Remedy Program : The remedy is test the function of the inverter and rewire as needed. 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 original part operation will be inspected and repaired as needed. There is no replacement part as this was an installation issue.

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 : APR 11, 2021 - APR 11, 2021

Planned Owner Notification Date : APR 11, 2021 - APR 11, 2021

* NR - Not Reported