

Part 573 Safety Recall Report

21V-247

Manufacturer Name : Keystone RV Company

Submission Date : APR 14, 2021

NHTSA Recall No. : 21V-247

Manufacturer Recall No. : 21-404



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 : 110

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2021 Dutchmen Aspen Trail 2760THS, 3250THS, 3251THS

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Aspen Trail Travel Trailer models 2760THS, 3250THS, 3251THS have ramp doors.

Production Dates : AUG 21, 2019 - OCT 07, 2020

VIN Range 1 : Begin : 4YDT32524L8921666 End : 4YDT32521L8923021 Not sequential

VIN Range 2 : Begin : 4YDT32528M8920182 End : 4YDT32523M8921725 Not sequential

Description of Defect :

Description of the Defect : It has been decided that the vehicles in the recall population have ramp door fasteners that were improperly installed and can strip out.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain conditions while loading items into the rear garage area, the ramp door fasteners can strip and pull out of the frame, leading to an increased risk of personal injury.

Description of the Cause : The drill size used to pre-drill the holes for the fastener was too large.

Identification of Any Warning that can Occur : The ramp door hinges are loose.

Involved Components :

Component Name 1 : Self-Threading Bolt

Component Description : Bolt - 3/8"-16 x 1" - Torx - Truss - TriLobular - Clear 1000

Component Part Number : 385809

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

3/15/21 – Report was made that the rear ramp door became detached from the unit. Investigation opened to determine failure, scope, and range.

4/6/2021 – Investigation determined as installation error, scope and range determined.

4/13/2021 – 24 more units, model 3251THS, identified and added to population.

Description of Remedy :

Description of Remedy Program : The remedy is to inspect the hinge fasteners and add nuts with a lock washer to the existing self-threading bolts. 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 existing bolts are not defective and a lock nut will be added as a remedy.

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 : JUN 04, 2021 - JUN 04, 2021

Planned Owner Notification Date : JUN 04, 2021 - JUN 04, 2021

* NR - Not Reported